



# DMDC Learning Site

## DMDC LMS User Guide

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Department of Defense  
(DoD) Center Monterey  
Bay  
400 Gigling Road  
Seaside, CA 93955-6671

<https://www.dmdc.osd.mil>

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Defense Manpower Data Center

**DMDC Support Center  
(DSC) User Help Desk**

**24-hour service**

1-800-372-7437

DSN

435-9000 CONUS

312-435-9000 OCONUS

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## **Introduction**

This DMDC LMS User Guide contains information on how to use the DMDC Learning Site for DMDC Web-based Training Certification and Learning Center courses. This manual also contains information on how to use the DMDC Learning Site with the new User Interface (UI).

## **Verifying Your Workstation Settings**

### **Verifying Your Workstation Settings on a RAPIDS Workstation**

Workstation settings for a RAPIDS workstation cannot be altered by RAPIDS VO/SSM users. If you are experiencing technical issues with the DMDC Learning site using a RAPIDS workstation, please call the DSC User Helpdesk for assistance.

### **Verifying Your Workstation Settings on a Local Workstation**

When accessing the DMDC Learning site on your local workstation, you should verify that you have the proper workstation settings appropriately set. Verifying your workstation settings includes;

1. Clearing Temporary Internet Files,
2. Verifying the appropriate Flash Player version is installed,
3. Enabling Compatibility View settings for certain versions of Internet Explorer
4. Ensuring the DMDC LMS is a Trusted Site for your workstation,
5. Disabling Pop-up Blockers,
6. Ensuring the proper screen resolution settings, and
7. Removing any Extraneous Certificates to avoid complications when accessing the DMDC Learning site and loading courses.

**Please note** – *if you are unable to complete any of the steps below via your workstation, it may be that you need assistance from your local Network Administrator in order to change settings. If you cannot change your settings, please contact your Network Administrator.*

## Clear Temporary Internet Files

1. From the Internet Explorer (IE) browser menu, select **Tools > Internet Options**.

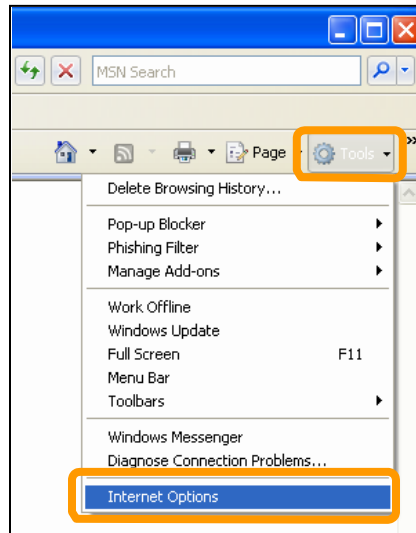


Figure 1 - Microsoft Explorer Internet Options Tab

2. In the *General* tab of the **Internet Options** window, under *Browsing History*, click **Settings**.

**Note:** This screen will display differently depending on what version of Internet Explorer is on your workstation,

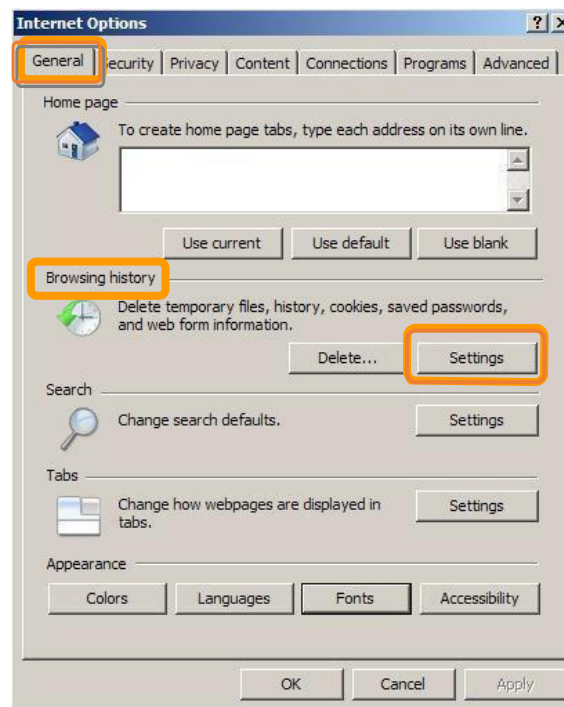
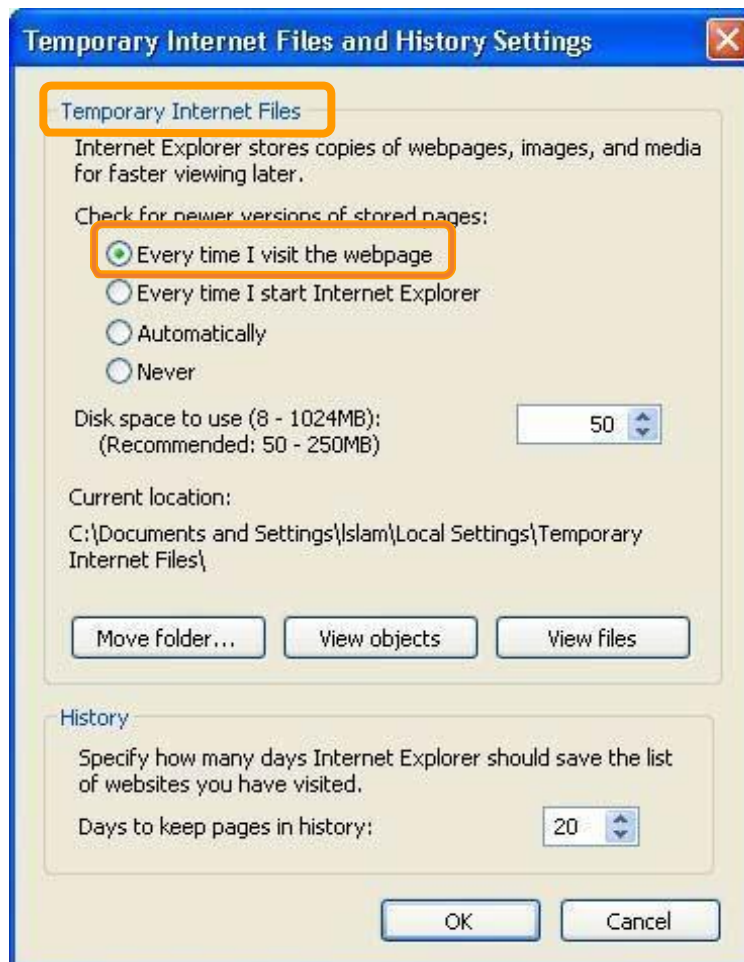


Figure 2 - Internet Options Window

3. Verify that your browser is checking for new versions of stored pages.
  - a) Confirm **Every visit to the page** is selected.
  - b) Click **OK**.



**Figure 3 - Settings Window under Temporary Internet Files**

4. Verify that temporary internet files are cleared.
  - a) In the *General* tab of the **Internet Options** window, under *Browsing History*, click Delete
  - b) Click on Delete files under Temporary Internet Files
  - c) Click on Delete cookies under Cookies.

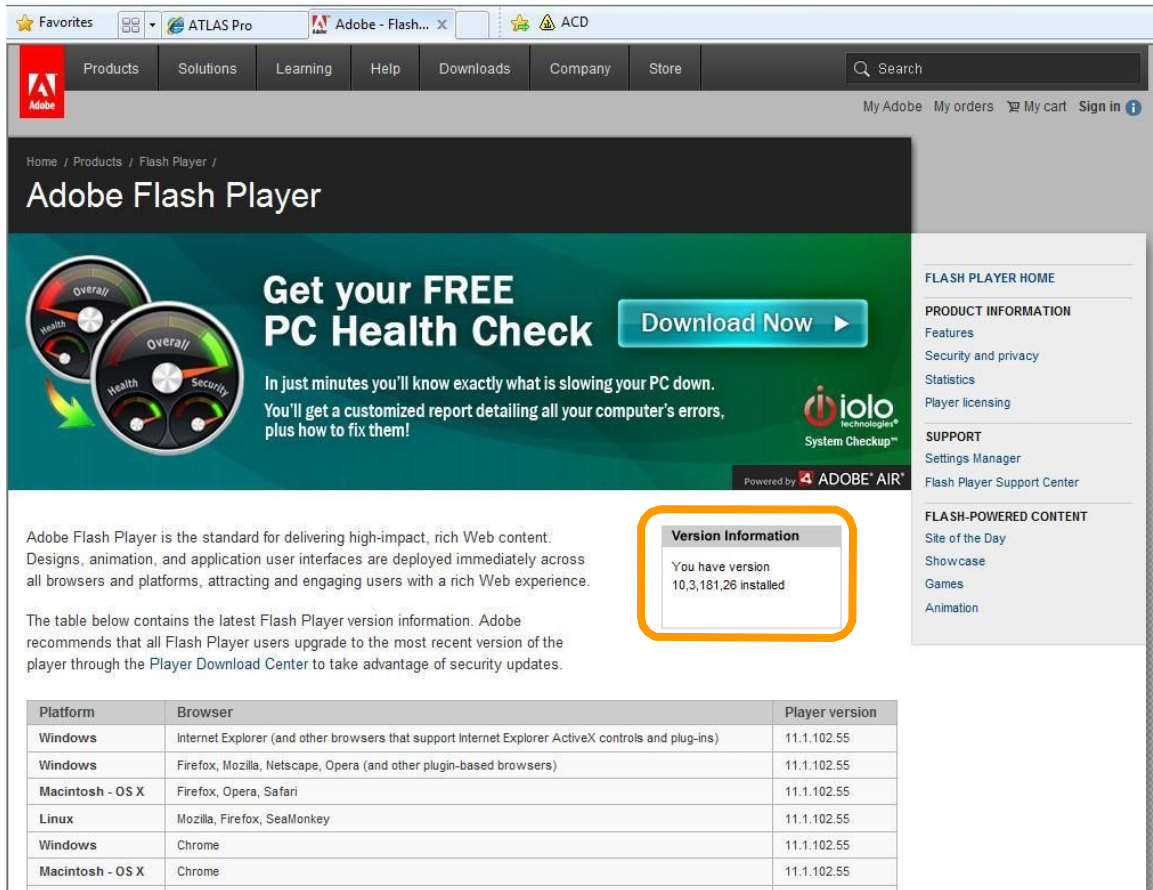


Figure 4 - Internet Options Window

**If you need assistance with your *Temporary Internet Files Settings*, please contact your local Network Administrator.**

## Verify the Proper Flash Player Version is Installed

1. Verify that you have Flash Version 7 or higher installed.
  - a) Browse to: [www.adobe.com/software/flash/about](http://www.adobe.com/software/flash/about)
  - b) Confirm Your Player Version is **7** or higher.



The screenshot shows the Adobe Flash Player website. The main banner promotes a "FREE PC Health Check" by iolo. Below this, a "Version Information" box is highlighted with an orange border, stating "You have version 10.3,181,26 installed". To the right, a sidebar lists navigation links. Below the version information, a table provides the latest Flash Player version information for various platforms and browsers.

Platform	Browser	Player version
Windows	Internet Explorer (and other browsers that support Internet Explorer ActiveX controls and plug-ins)	11.1.102.55
Windows	Firefox, Mozilla, Netscape, Opera (and other plugin-based browsers)	11.1.102.55
Macintosh - OS X	Firefox, Opera, Safari	11.1.102.55
Linux	Mozilla, Firefox, SeaMonkey	11.1.102.55
Windows	Chrome	11.1.102.55
Macintosh - OS X	Chrome	11.1.102.55

Figure 5 – Adobe Flash Version Test

**If you do not have Flash Player Version 7 or higher installed, please contact your local Network Administrator.**



## Enable Compatibility View Settings

1. From within Internet Explorer (IE) press the *ALT* key (on the keyboard).
2. Select **Help > About Internet Explorer**.

**Note:** If you are using Internet Explorer 7, proceed to the next section **Trusted Sites List**.

3. From the IE browser menu, select **Tools > Compatibility View Settings**.
4. Click in the text field titled “*Add this website*” and type in the URL in the image below.

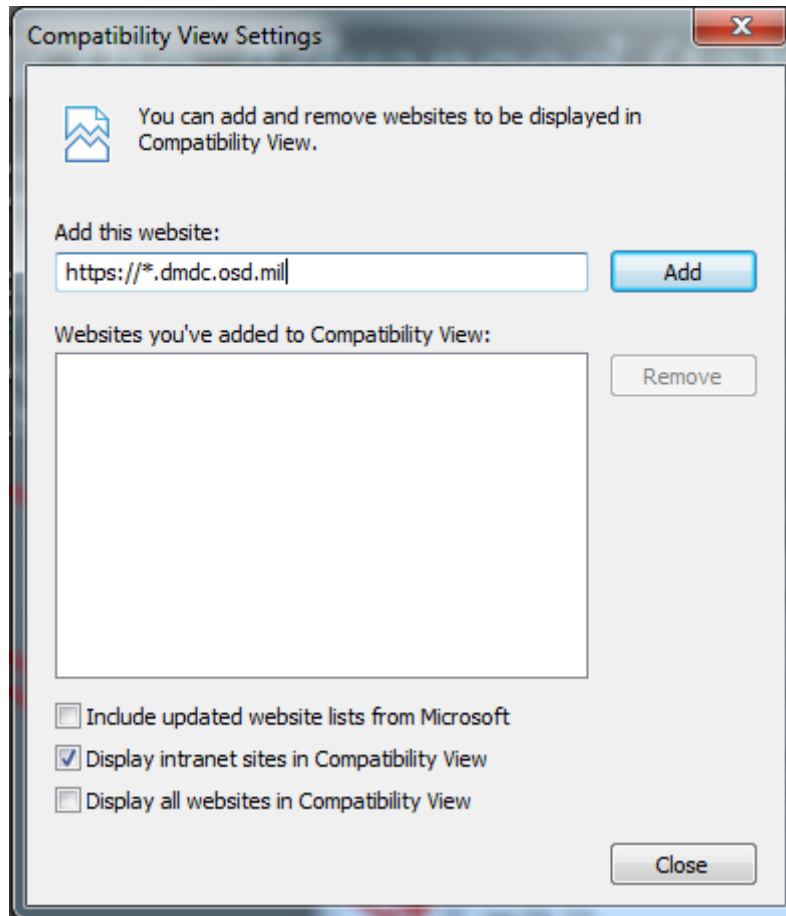


Figure 6 - Microsoft Explorer Internet Compatibility View Settings

5. Click on **Add**.
6. Click on **Close**.

**If you need assistance with your *Compatibility View settings*, please contact your local Network Administrator.**

## Ensure DMDC LMS is a Trusted Site

1. From the Internet Explorer (IE) browser menu, select **Tools > Internet Options**.

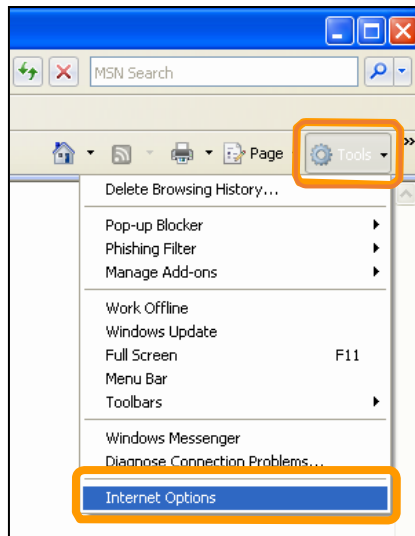


Figure 7 - Microsoft Explorer Internet Options Tab

2. Verify the DMDC Learning Site is listed as a Trusted Site on your workstation's browser.
  - a) Click the **Security** tab in the Internet Options window.

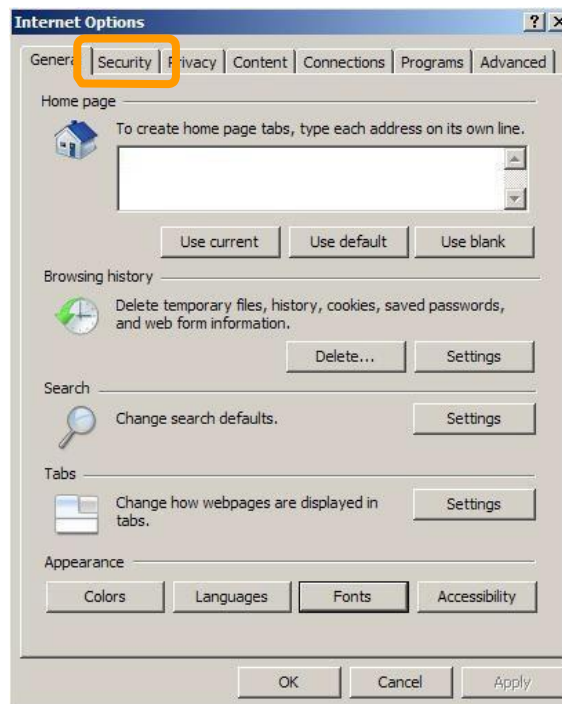


Figure 8 - Internet Options Window

- b) Click on the **Trusted Sites** icon
- c) Click on **Sites** to open the Trusted Sites window.

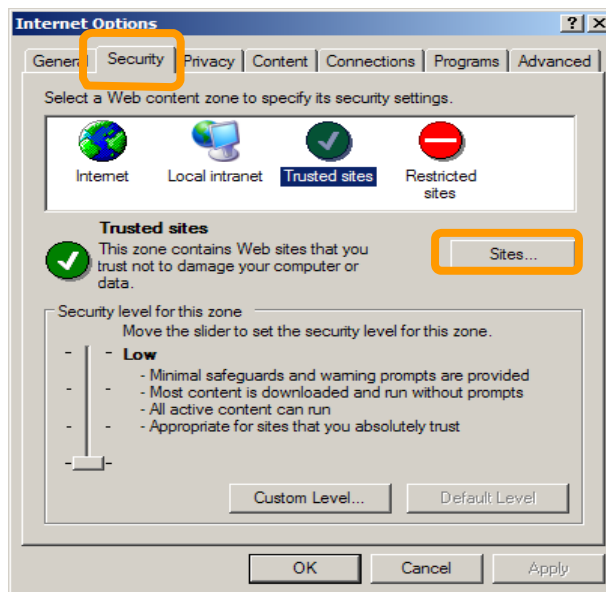


Figure 9 - Internet Options Trusted Sites Icon

3. If the DMDC Learning website is not listed under "Web sites:" within the Trusted Sites window, add the site to the Trusted Sites List.
  - a) Click in the text field titled "Add this Web site to the zone" and type in the URL in the image below.
  - b) Click on **Add** to add the DMDC Learning Site as a trusted site.

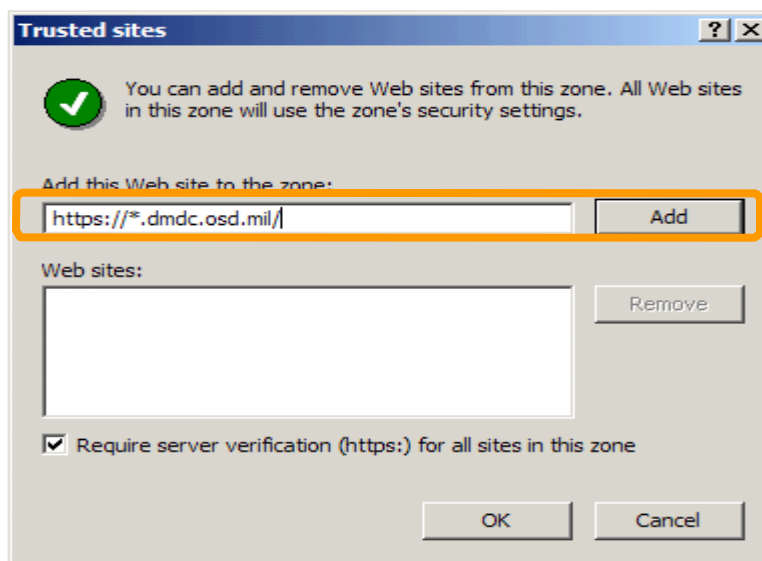


Figure 10 - Trusted Sites Window

4. Verify the DMDC Learning Site is in “Web sites” list and then click **OK**.

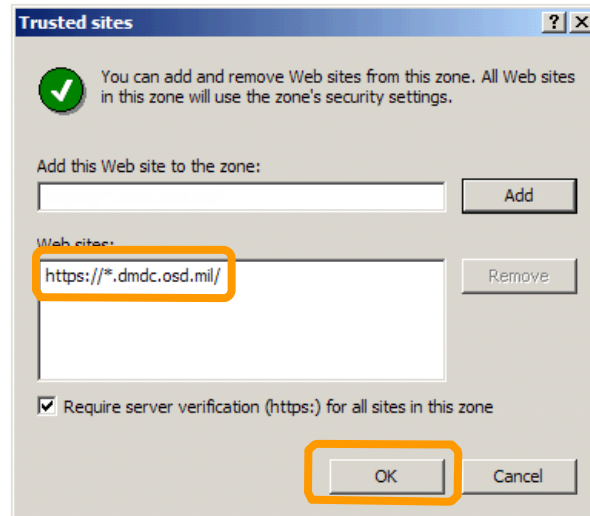


Figure 11 - Trusted Sites Window

**If you need assistance with your *Trusted Sites List settings*, please contact your local Network Administrator.**

## Disable Pop-up Blocker

If you are unable to open Course or Curriculum Completion Notices, your browser's Pop-up Blocker may be enabled. Please follow the steps below to disable your Pop-up Blocker.

1. Verify that your workstation's Pop-up Blocker is turned off.
  - a) From the Internet Explorer (IE) browser menu, select **Tools > Internet Options> Privacy**
  - b) Ensure that Turn on Pop-up Blocker is *unchecked*

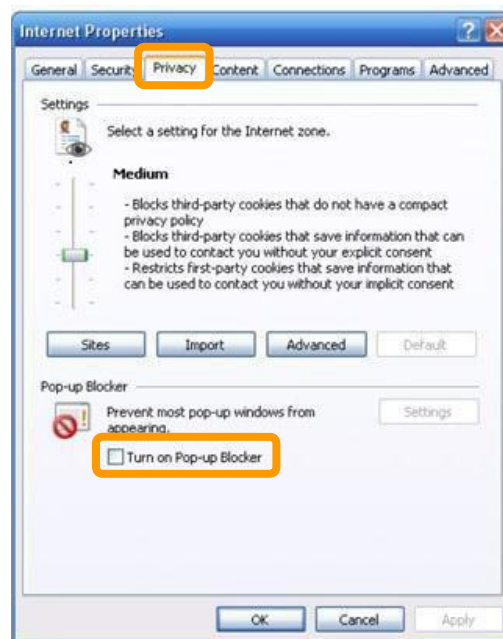


Figure 12 - Pop-up Blocker Settings

**Note:** If you are unable to disable the Pop-up Blocker due to insufficient privileges on your workstation, please contact your local system administrator for assistance

**If you need assistance with your *Pop-up Blocker settings*, please contact your local Network Administrator.**

## Ensure the Proper Screen Resolution

DMDC web-based training courses are designed for 1024 x 768 screen resolutions or higher. If you have trouble viewing courses and find that course pages, graphics, and animations are cut off the screen; try changing your screen resolution. Follow the steps below to change screen resolution to 1024 x 768 or higher.

1. From the **Start** menu, go to the **Settings** tab and click on **Control Panel**.

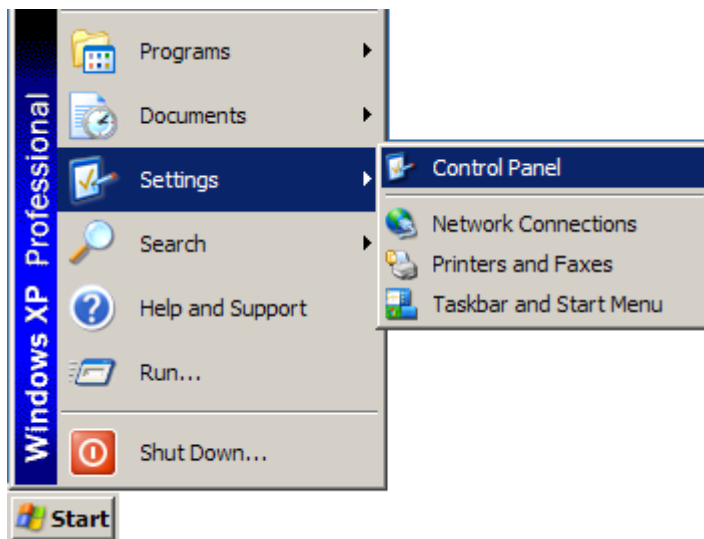


Figure 13 – Windows Control Panel

2. When in the **Control Panel**, open the **Display** icon.



3. In the **Display Properties** window, click on the **Settings** tab and adjust the resolution to **1024 by 768 pixels or higher**. Click **Apply** and then **OK**.

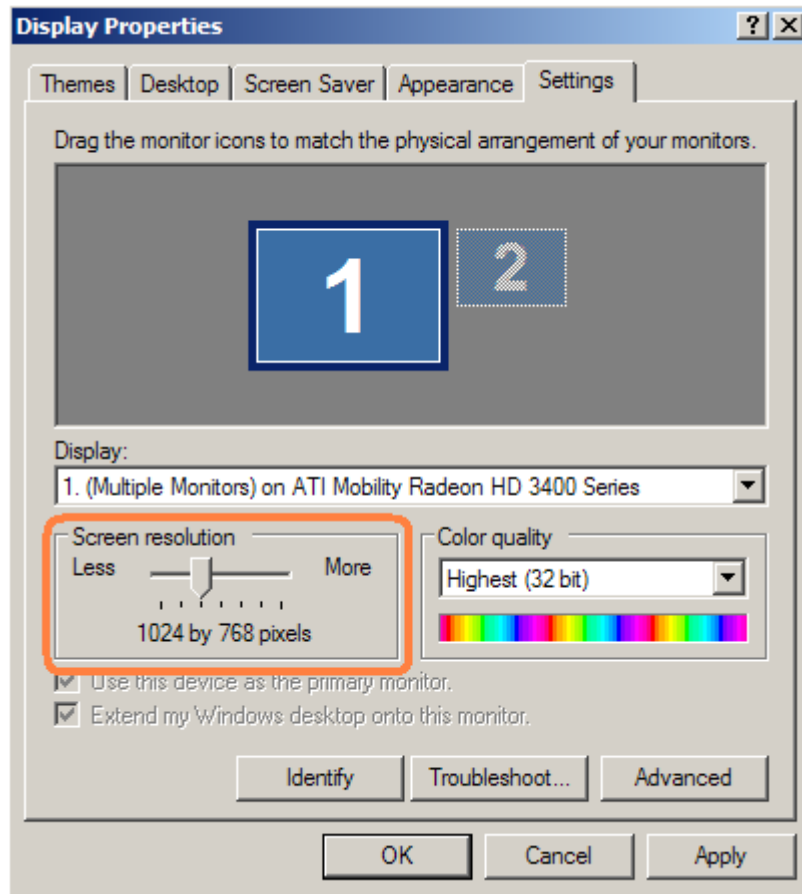


Figure 14 – Screen Resolution Display Properties

**If you need assistance changing your *Screen Resolution*, please contact your local Network Administrator.**

## Remove Extraneous Certificates

1. From the Internet Explorer (IE) browser menu, select **Tools > Internet Options**.

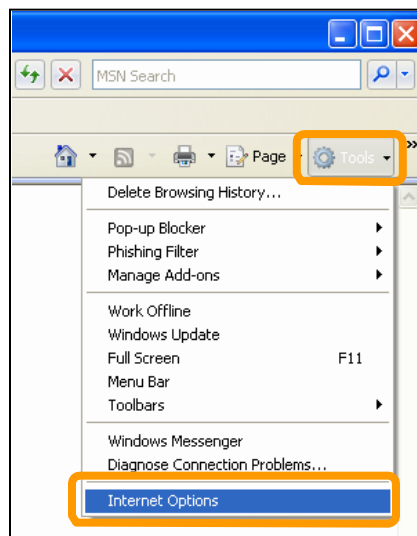


Figure 15 - Microsoft Explorer Internet Options Tab

2. In the *Content* tab of the **Internet Options** window, under *Certificates*, click **Clear SSL State**.

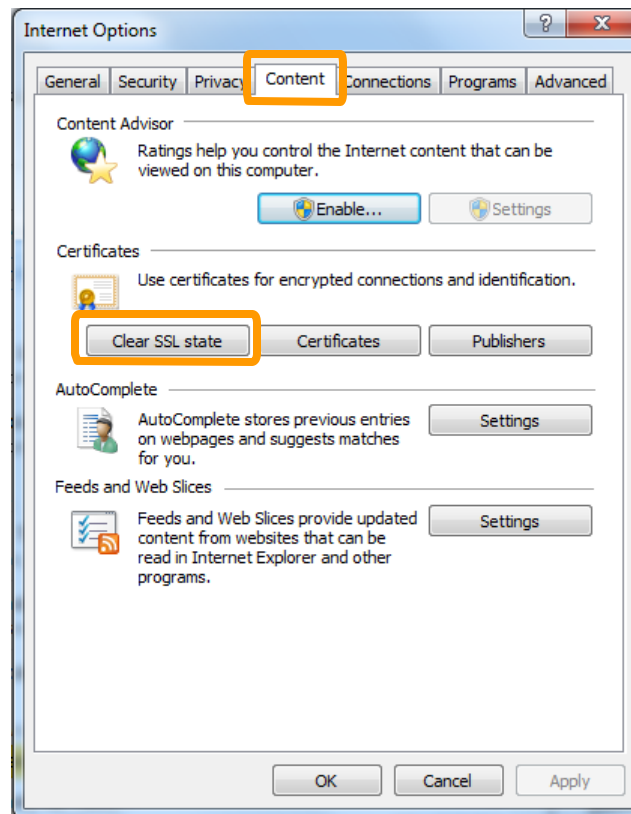


Figure 16 - Internet Options Window



3. Click **Certificates**, under *Certificates*, select the *Intermediate Certification Authorities* tab.
4. Select each certificate and click **Remove** for any of the certificates listed below.

Issued To	Issued By
Common Policy	Common Policy
DoD Interoperability Root CA 1	Sha-1 Federal Root CA
DoD Root CA 2	DoD Interoperability Root CA 1
Entrust	Common Policy
Sha-1 Federal Root CA	Common Policy

5. Click **Close** when all extraneous certificates are removed.

**If you need assistance removing *Extraneous Certificates*, please contact your local Network Administrator.**



# Accessing the DMDC Learning Site

## Accessing the DMDC Learning Site from a RAPIDS Workstation

1. Browse to <http://learning.dmdc.osd.mil>.

- a) Double-click the **DMDC Learning** shortcut on the RAPIDS workstation desktop.

**Note:** This is the recommended method to access the DMDC Learning Site from a RAPIDS workstation. If you access the site using the alternative methods, such as those listed below, you may experience technical difficulties with the site due to zone security settings associated with pop-up windows.

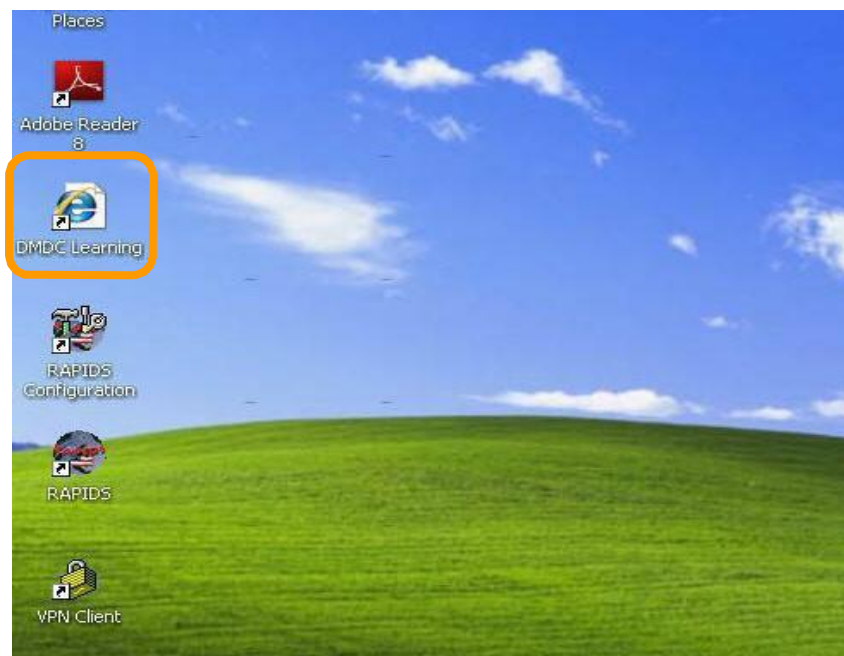


Figure 17 - Accessing the DMDC Learning Site from RAPIDS workstation

- b) OR select **Training Resources > Learning Aids** from the **Help** drop down menu in the RAPIDS menu bar.

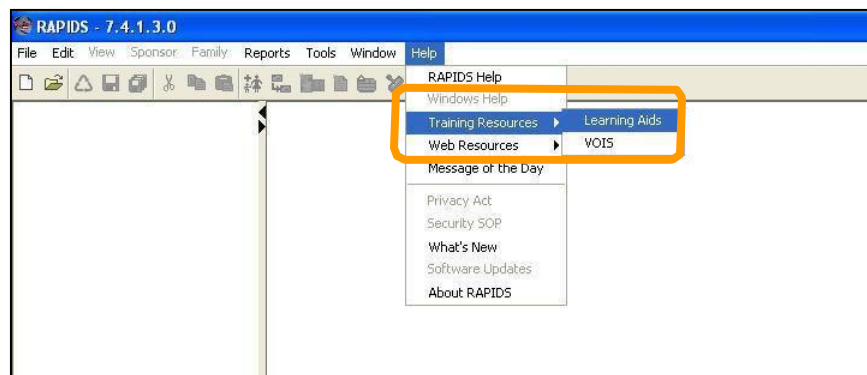


Figure 18 - RAPIDS Help Menu > Training Resources

- c) OR select **Web Resources > RAPIDS Web-Based Certification Training** from the **Help** drop down menu in the RAPIDS menu bar.

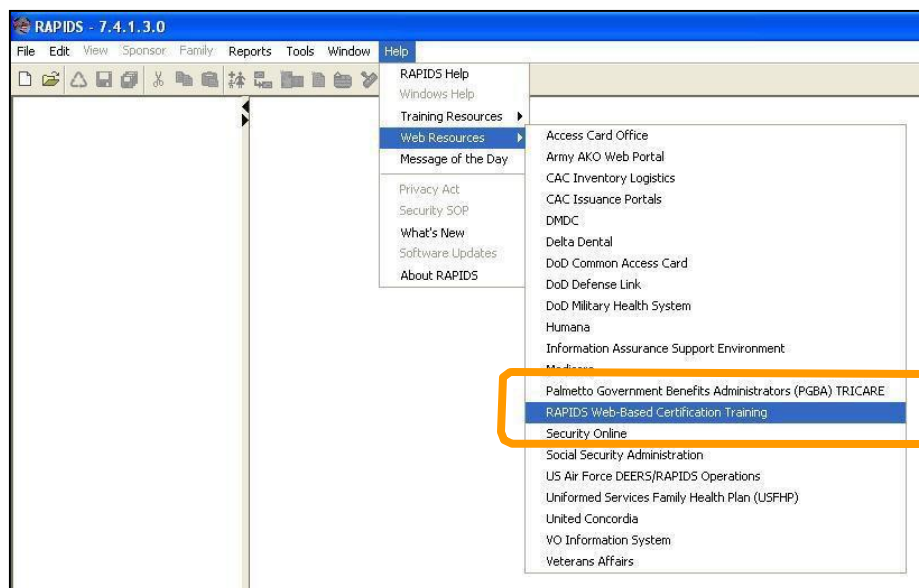
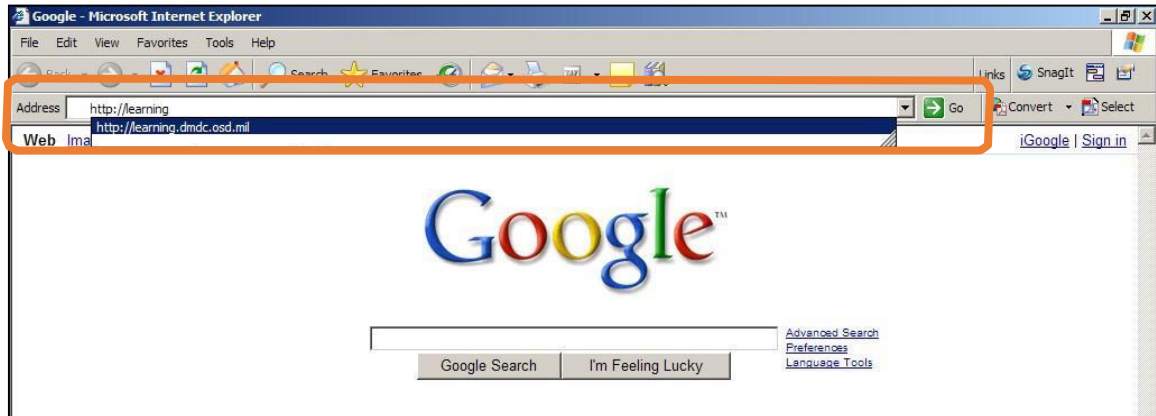


Figure 19 - RAPIDS Help Menu > Web Resources

## Accessing the DMDC Learning Site from your Local Workstation

1. Launch **Internet Explorer**.
2. Type the **DMDC Learning Site URL** (<http://learning.dmdc.osd.mil>) into the Address Bar and click **Go**.



**Figure 20 - Internet Explorer Homepage**

**Note:** Please manually type the site's URL (<http://learning.dmdc.osd.mil>) into the address bar to avoid not being able to access the learning site via one of the other servers. Adding the DMDC Learning Site to your "Favorites" from the login screen will only bookmark the server you are accessing at that time (i.e. <https://learning1.dmdc.osd.mil>). Users are redirected to additional servers after navigating to the learning site URL to help balance the traffic on each server.

## Logging into the DMDC Learning Site with your CAC

1. If you see a *Security Alert* when accessing the site, click **Yes** to proceed.



Figure 21 - Security Alert

2. Click **Login using my CAC**.

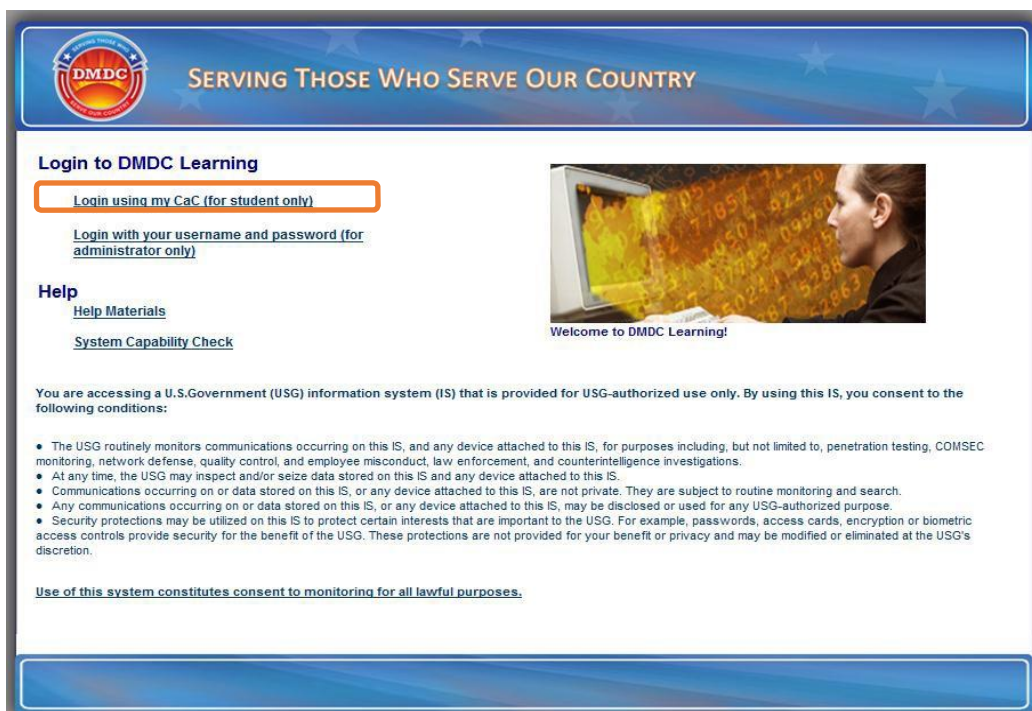


Figure 22 - DMDC Learning Site

3. Click **OK** on the Client Authentication window.



Figure 23 - Client Authentication window

4. Enter your **CAC PIN** in the ActivClient – Enter PIN window. If you have already entered your PIN, this step will not be necessary.
5. Click **OK** in the ActivClient – Enter PIN window.

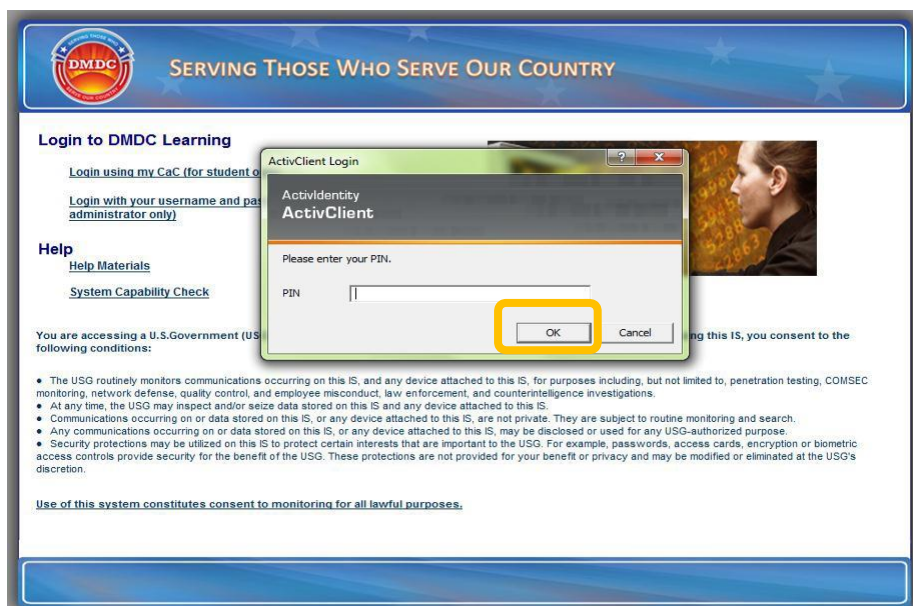


Figure 24 - ActivClient – Enter PIN window

## Accessing DMDC Learning Site Courses

There are two different types of courses to access on the DMDC Learning Site, Certification courses and Learning Center courses.

### Enrolling in a DMDC Web-Based Training (WBT) Certification

Before you can log into the DMDC Learning Site and take certification courses, you must be assigned roles, for the application you plan to use in the DMDC Security Online (SOL) website. Your roles are assigned by onsite security managers such as SSMs and TASMs, or Service Project Officers (SPO) who assign roles to SSMs and TASMs using SOL. If you do not have the required roles assigned in DMDC Security Online prior to logging into the DMDC Learning Site, you will not be enrolled in a certification. If this is the case, please contact the DMDC Training Helpdesk at 1.800.372.7437 to request assistance assigning roles. Once you have been assigned roles for the application you plan to use, log into the DMDC Learning Site and you will be prompted with the Acknowledge Enrollment page.

1. Click **I Acknowledge** to acknowledge the courses you are enrolled in.

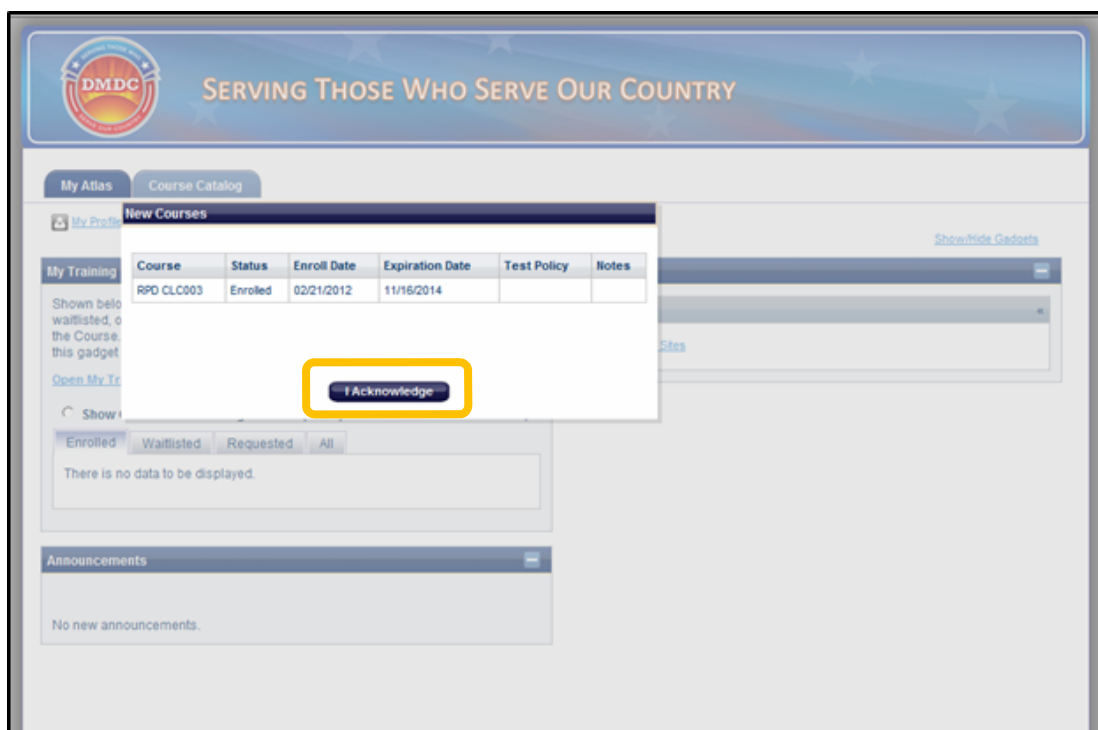


Figure 25 - Student Acknowledge Enrollment



After clicking the “I Acknowledge” button, you will be redirected to your Student Homepage where you can launch and complete the required courses associated with your certification. Continue to *Launching a DMDC Learning Site Course* for further details.

## Launching a DMDC Learning Site Course

**Note:** New application users are encouraged to skip the pretest in certification courses so that they can learn the course material before being tested on it. Please reference the section titled *New Application Operators* for information on how to skip the pretest. Experienced application users may want to take the pretest giving them the opportunity to test out of some or all of the content lessons in a course. Please reference the section titled *Experienced Application Operators* for information on how to take the pretest.





1. Click the course title or the **Launch Course** button to launch the course

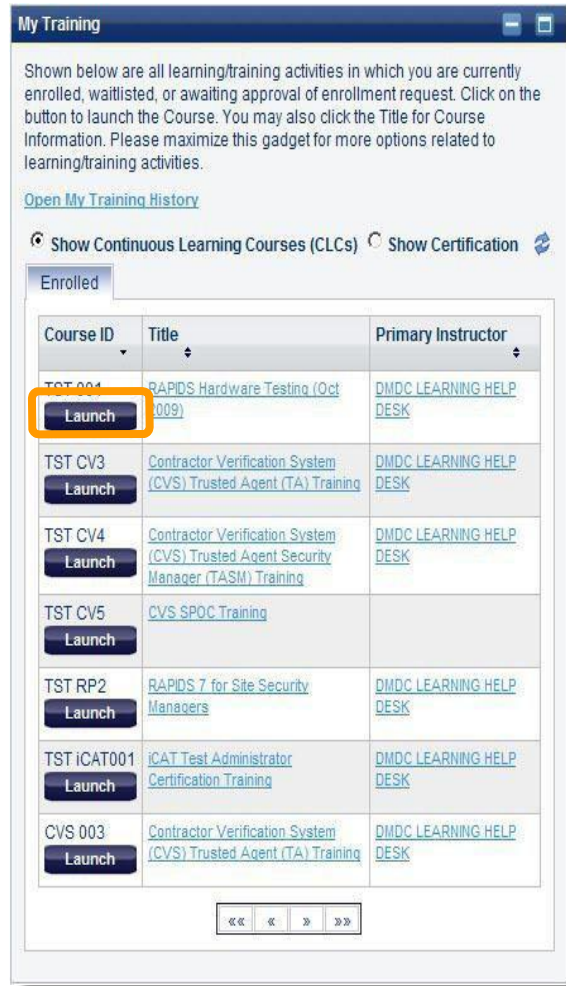


Figure 26 - Student Homepage with Enrolled Courses

2. A new course training window will launch and with a course loading message. Wait for the course to load.



Figure 27 - Course Loading Screen

3. Click **Start** to start the course.

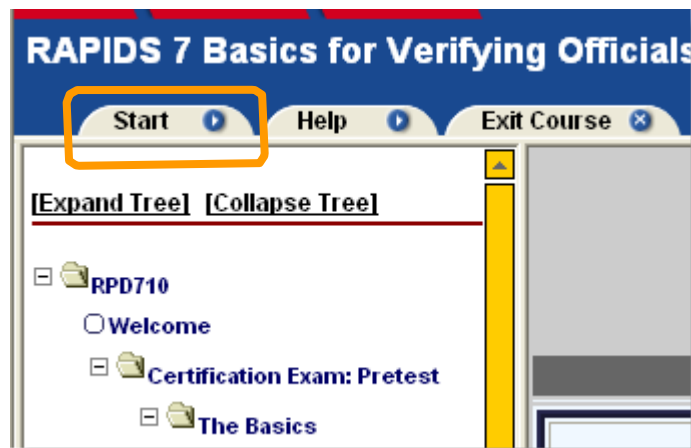


Figure 28 - Course Welcome Screen

4. Click **Yes** if you receive the following dialog box.

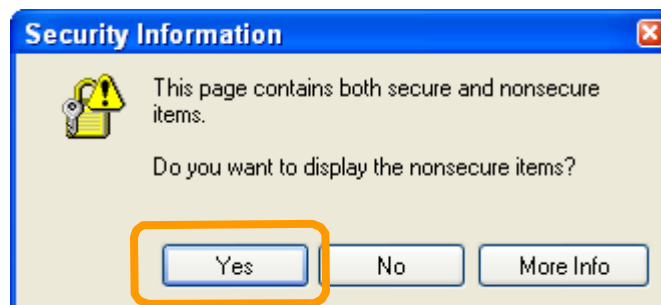


Figure 29 - Security Information Dialog Box

# Completing a Course



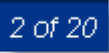






## Navigation Tools

There are two levels of navigation. The top level allows you to move between lessons, bookmark your page, and exit the course. The second level allows you to control what is happening in the main content window.



Figure 30 - Course Navigation Buttons

Review the following chart to learn how to navigate the course.

	<p>Click the <b>Next</b> button in the upper right hand corner to go to the next page in the lesson.</p> <ul style="list-style-type: none"> <li>▪ The <b>Next</b> button will be disabled when you reach the end of a lesson.</li> <li>▪ The <b>Next</b> button is used to access the pages within the lesson. At the end of the lesson click the <b>Next Lesson</b> button in the upper left hand corner</li> </ul>
	<p>Click the <b>Back</b> button to go back to the previous page in a lesson.</p>
	<p>The <b>Page Indicator</b> tells you what page of the lesson you are on and how many pages are in each lesson. If you reach the last page, you must click the <b>Next Lesson</b> button in the upper left hand corner to continue.</p>
	<p>Click the <b>Previous Lesson</b> button to move to the previous lesson.</p>
	<p>Click the <b>Next Lesson</b> button to move to the next lesson. You <u>cannot</u> move to the next lesson by clicking the <b>Next</b> button.</p>
	<p>Click the <b>Help</b> button to access contact numbers and user's guides for the course.</p>
	<p>Click the <b>Suspend</b> button if you want to bookmark your current place in the training for easy access the next time you enter the course. Note that there is only one bookmark stored at a time.</p>
	<p>Click the <b>Exit Course</b> button to close the training window and return to the DMDC window that launched the training. Once you have completed your course, you <b>MUST</b> click <b>Exit Course</b> in order to successfully graduate the course.</p>
	<p>Click the <b>Resume</b> button to return to the set bookmark the next time that you enter the course.</p>

## Tracking Your Progress

As you complete the lessons, use the icons in the Table of Contents (located in the left panel of the course page) to follow your progress:

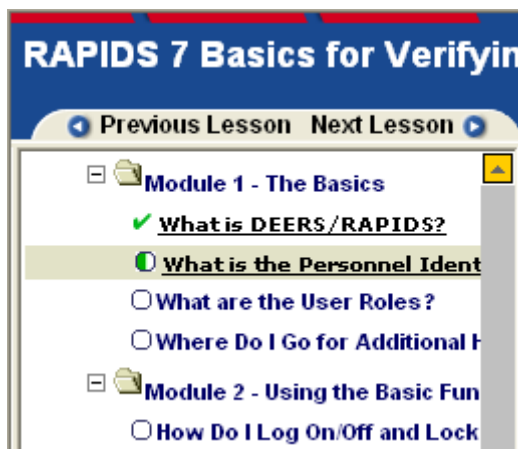







Figure 31 - Course Table of Contents

Icon	Description
	<b>Not started:</b> The lesson has not been started.
	<b>In progress:</b> Some pages in the lesson have been viewed but it has not been completed. The icon will not become a checkmark until you have viewed all of the pages in the lesson.
	<b>Completed:</b> The lesson was completed by reviewing all lesson pages.
	<b>Incorrect:</b> The corresponding Certification Exam question was completed incorrectly.
	<b>Passed:</b> The lesson is not required because the corresponding Pre-Test question was answered correctly. Use the Next Lesson button to skip all lessons not required.

If your course includes exams, once you complete an exam you will be automatically advanced to the next exam. Once you complete the **Certification Exam: Pretest**, you should select the **Next Lesson** button to advance to the next required content lesson. If you want to review any lesson that is not required, just select that active lesson title in the Table of Contents.

## Types of Questions in the Exams

In each exam, you will be presented with either a set of questions or a simulation of the material in the course. To complete a set of questions, select the most correct answer(s) for each question. Once you have answered all questions on a page, select the **Submit** button on the bottom of the page to continue.

Exam question sets contain different question types including:

- Multiple Choice (single answer)
- Multiple Choice (more than one answer)
- Matching
- True or False
- Simulations

### Multiple Choice (single answer)

To answer a multiple choice question with only one correct answer, select the most correct response by clicking the appropriate radio button and selecting the **Submit** button. An example of a multiple choice question with a single answer is shown below.

**Which of the following grows underground and is really a member of the pea family, and not a tree nut?**



Pecans



Cashews



Peanuts



Chestnuts

## Multiple Choice (more than one answer)

To answer a multiple choice question with more than one correct answer, select all of the correct responses by clicking the appropriate check boxes and selecting the **Submit** button. An example of a multiple choice question with multiple correct answers is shown below.

**Which two items of the following are actually fruits and not vegetables?**

- ☐ Carrot
- ☒ Tomato
- ☐ Celery
- ☒ Strawberry

## Matching

To answer a Matching Question, click the related drop-down arrow button for each item and then select the letter that matches the correct response in the provided list and select the **Submit** button. An example of a matching question is shown below.

**Match each of the following names with the description of the fruit or vegetable.**

- a) Carrot
- b) Broccoli
- c) Eggplant

A green vegetable with light clusters of green flowers that form a head.



An orange root vegetable.



A purple member of the fruit nightshade family.



## True or False

To answer a True or False Question, select the correct response by clicking the appropriate radio button and selecting the **Submit** button.

You should answer all questions in the exam before selecting the **Submit** button.



## Simulations

Some Certification Exams contain simulations to assess your ability to perform key tasks. Read the directions on the screen carefully and then click the appropriate area. You will be provided with an **Incorrect** and additional directions for each step for which you respond with an incorrect action. Correct selections will advance you to the next step in the simulation.

In the RAPIDS example below, the user responded incorrectly to the directions and question in the text box and has received constructive feedback.

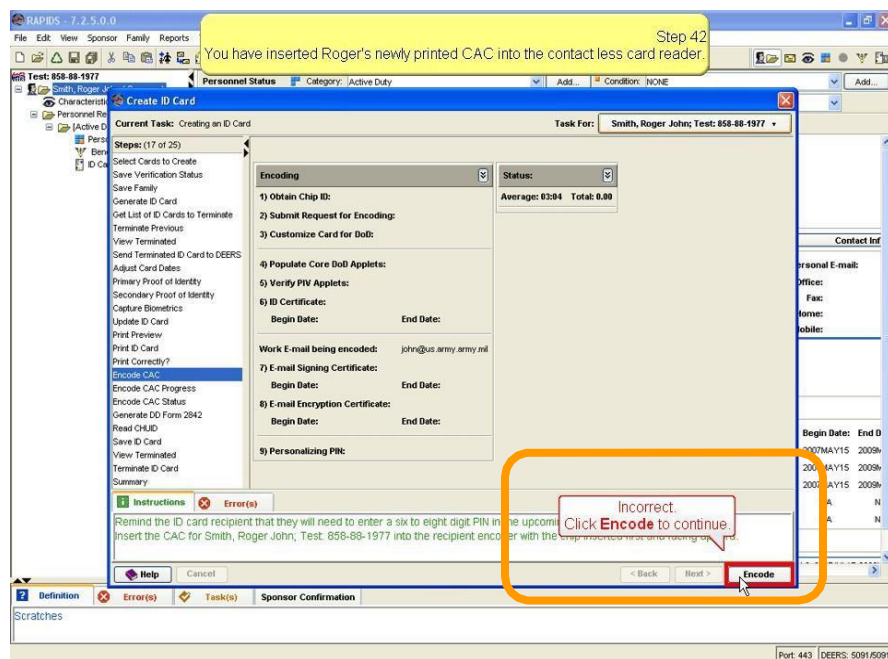


Figure 32 - Constructive Feedback in a Course Simulation



Each Certification Exam simulation is scored separately. One point is given every time you select the correct step. You are given two attempts for each action in the task. If your second attempt is incorrect, you will be automatically advanced to the next screen, but you will not have successfully completed the exam.

**\*\*The Pretest will allow you only one attempt; if any question is answered incorrectly you will not be passed out of the corresponding content lesson.**

Some tips on completing simulations in this exam:

- Right-clicking is not available in the simulations. If a right-click is required, a left-click on the proper item will be scored as correct.
- When you are asked to enter a user's Social Security Number (SSN), you may need to select the drop down arrow, and then select SSN to set the field for proper entry.
- You may need to scroll (up and down) in the simulation window or press the F11 key on the workstation keyboard to see the entire simulation screen.
- Once you've completed the simulation exam task, the screen will fade to white and you can exit the pop-up window by clicking the Close window button (X) in the upper right corner.



**Figure 33 - Window Close Button**

## Completing the Certification Exam: Pretest

Some of the DMDC courses may include a pretest and/or a posttest. The pretest provides an opportunity for experienced users to test out of some or all of the content lessons in a course. The pretest covers the exact same material as the posttest; however, you are only given one attempt to answer a question or simulation correctly. For courses that have both a pretest and a posttest, you have the option to skip the pretest and go straight to the content lessons (please reference the section titled [Skipping the Certification Exam: Pretest](#) for instructions on how to do this). To take the pretest, follow the instructions below.

1. Once you have launched a course, click the **Start** tab to begin the course and advance to the Welcome Lesson.

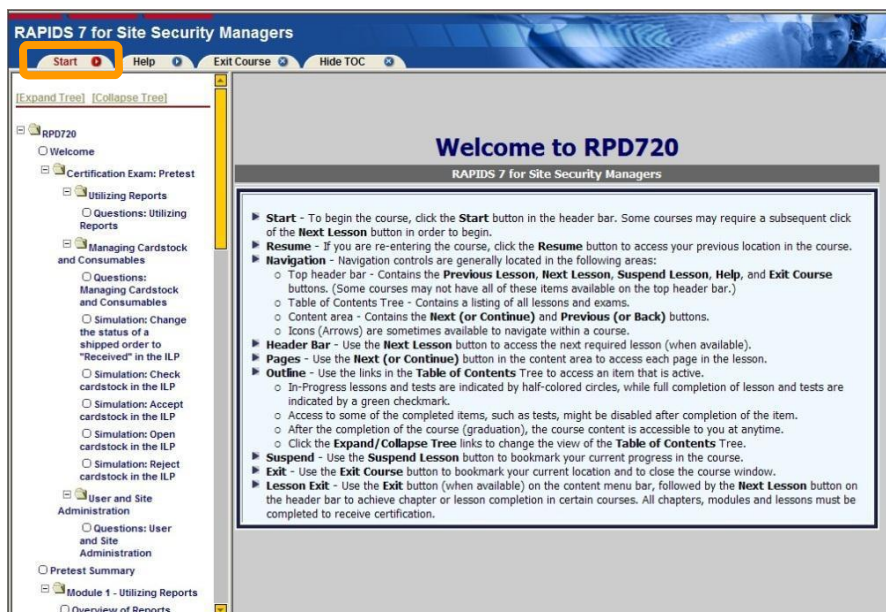


Figure 34 - Course Welcome Screen

2. Click the **Next Lesson** tab to advance to begin the pretest.

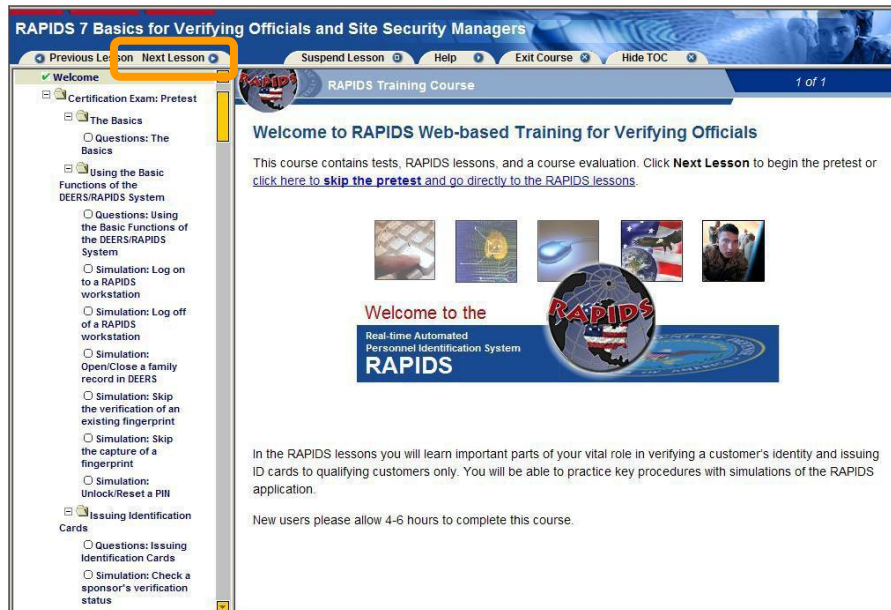


Figure 35 - Course Welcome Lesson

**Note:** If you inadvertently begin the pretest, you can go back to the Welcome Lesson by clicking the Welcome title in the Table of Contents. Once you're back at the Welcome Lesson, you will be able to click the proceeding lesson link to skip the pretest and begin subsequent lessons. However, if you choose to skip the pretest, you will not have the option to take it again unless you call the DSC User Helpdesk to request a course reset.

Each question in the Certification Exam: Pretest corresponds to a lesson within the course.

- If you answer a question in the **Certification Exam: Pretest** correctly, you will not be required to study the corresponding lesson as you take the course. These lessons will be skipped as you navigate through the course via the **Next Lesson** button. However, you may study skipped lessons by clicking the title of the lesson in the Table of Contents. Lessons that you passed in the Certification Exam Pretest will appear with underlined titles and a green check in the Table of Contents.
- If you answer a question in the **Certification Exam: Pretest** incorrectly, you will be directed to the corresponding lesson automatically as you complete this course. You must complete the lesson before proceeding.

**Note:** If possible, please allow enough time to complete the Certification Exam: Pretest in one sitting. The remainder of the course can be taken at your convenience. After you have studied all the required content lessons in the course, you will re-take any previously missed questions in the Certification Exam: Posttest. You will not be required to take any questions or simulations you passed in the pretest. In order to successfully complete the course, you will need to correctly answer questions in the Certification Exam: Posttest related to those topics you did not already answer correctly in the Certification Exam: Pretest.

## Completing the Content Lessons

Click the **Next Lesson** button and the **Next** button to access each required lesson and all the pages in that lesson. Content lessons may contain either video clips or training simulations.

## Viewing Video Clips

1. If the DMDC course uses video clips to demonstrate some step-by-step procedures:
  - a) The video is viewed one step at a time and can be played, paused, or replayed.
  - b) Start the playing of the first video clip by selecting the right arrow button.
  - c) Select the **Print Version** button to view and then print all steps.

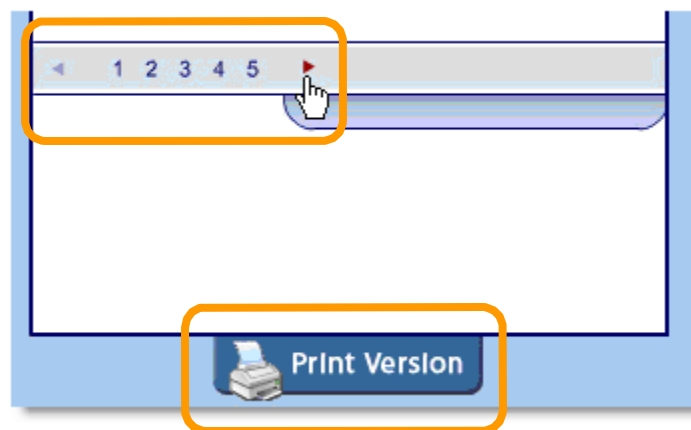


Figure 36 - Video Clip Print Version Button

2. Once the video clip has started playing, additional controls are available.
  - a) The Closed Captioning (CC) area shows the transcript of the video narration. Key points of the narration are shown below the video.
  - b) The current step of the video is highlighted with a box. Click the right arrow button or the next step number to play the next video clip.

c) Use the **Pause**, **Play**, and **Replay** buttons to control the current video clip.

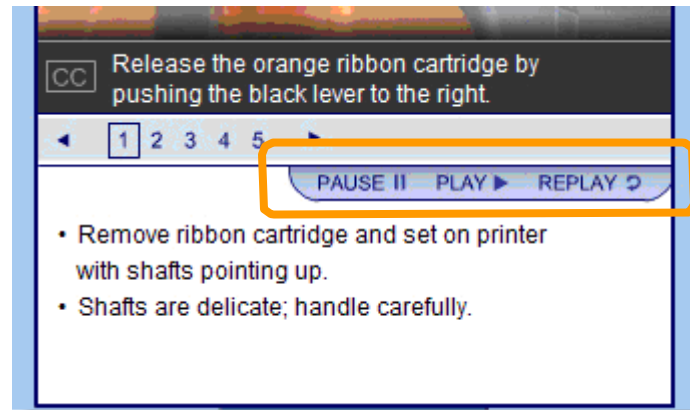


Figure 37 - Video Clip Pause, Play, and Replay Buttons

## Viewing Simulations

The course contains simulations replicating the applicable DMDC system. The simulations are accessed by selecting the **Guide Me** or **Let Me Try** buttons.

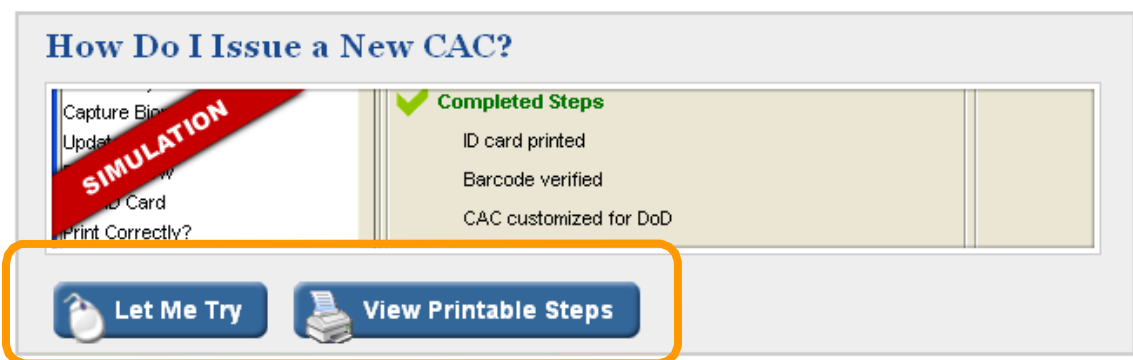


Figure 38 - Let Me Try and View Printable Steps Buttons

**Guide Me** gives you the opportunity to practice procedures in a controlled environment. Guide Me can be used to help you prepare for the **Let Me Try** and Posttest section of the courseware.

**Let Me Try** allows you to practice procedures in a controlled environment in the form of assessment simulations. You can practice as many times as you would like to learn the procedure and prepare for the test at the end of the course. The **Let Me Try** simulations are the same as the simulations in the posttest, except they are not graded.

The **View Printable Steps** button provides you the steps to complete the simulation and the procedure when using the actual DMDC application. This document can be saved to your desktop or printed for later reference.

## Completing the Certification Exam: Posttest

After you have studied all the required content lessons in the course, you will take the **Certification Exam: Posttest**. If the course had a **Certification Exam: Pretest**, any questions or simulations you passed in the pretest will not be tested in the Posttest. The questions in the Pretest and Posttest are exactly the same; the only exception with the Posttest is that you have more attempts to answer the questions correctly. In order to successfully complete the course, you will need to correctly answer all questions in **Certification Exam: Posttest**.

When you successfully complete all of the topics in the Certification Exam, you will receive your certification. Each DMDC application has its own certification requirements, which should be confirmed with your supervisor. **If the DMDC application has an annual certification requirement, any user who is not certified will be denied access to that DMDC application.**

If you fail a test question five times in the posttest, you will be notified that you have failed the test. You will then need to contact the DMDC Support Center (DSC) User Help Desk to apply for reinstatement in the course.

1. For each required Posttest (some courses have more than one), start the test by clicking the **Take Test** button.

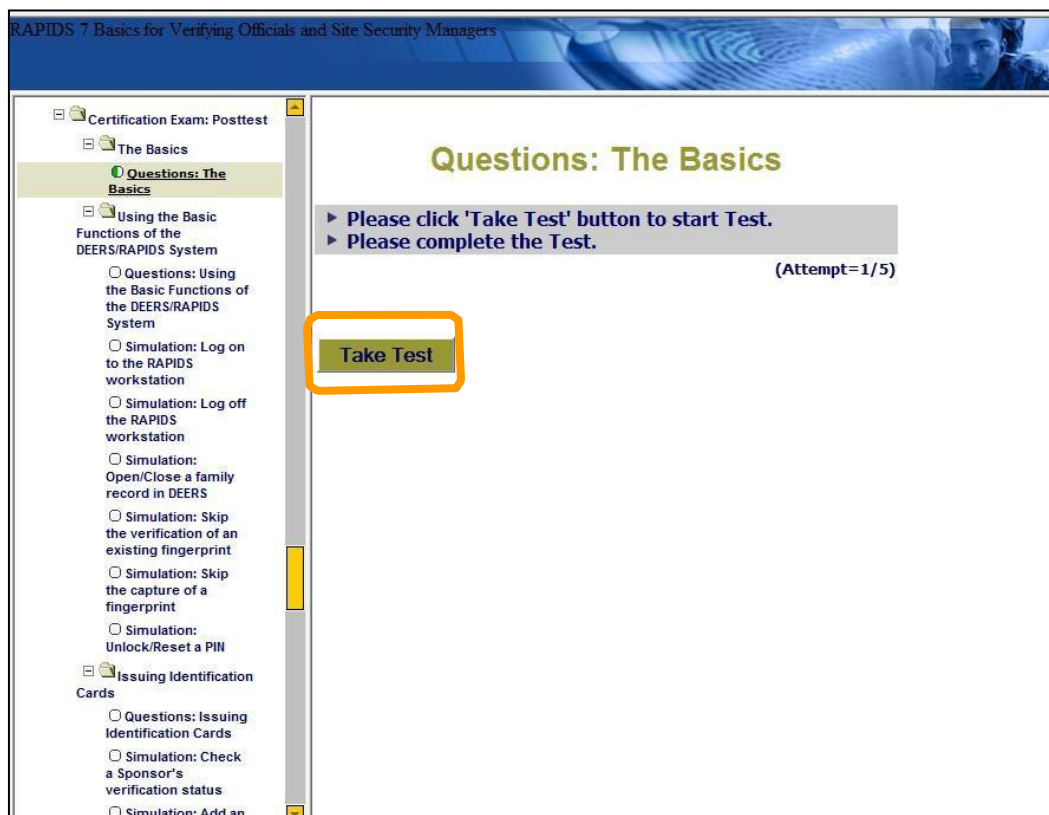


Figure 39 - Certification Exam: Posttest Test Launch Page



As in the Certification Exam: Pretest, there are five types of questions in the Certification Exam: Posttest:

- Multiple Choice (single answer)
  - Multiple Choice (more than one answer)
  - Matching
  - True or False
  - Simulations
2. When you have completed a test containing question sets (those with Multiple Choice, Matching, and True or False questions), click **Submit** to submit your answers. When completing a test with a Simulation question, close the simulation window to submit your answers.

After you submit your answers to a test, the test results will be shown.

**RAPIDS 7 Basics for Verifying Officials and Site Security Managers**

Previous Lesson Next Lesson Suspend Help Exit Course Hide TOC

**Questions: The Basics**

Using the Basic Functions of the DEERS/RAPIDS System

- Questions: Using the Basic Functions of the DEERS/RAPIDS System
- Simulation: Log on to the RAPIDS workstation
- Simulation: Log off the RAPIDS workstation
- Simulation: Open/Close a family record in DEERS
- Simulation: Skip the verification of an existing fingerprint
- Simulation: Skip the capture of a fingerprint
- Simulation: Unlock/Reset a PIN

**Issuing Identification Cards**

- Questions: Issuing Identification Cards
- Simulation: Check a Sponsor's verification status
- Simulation: Add an overseas condition to a civil service member who goes overseas for more

**You have answered one or more questions on this test incorrectly. You must answer 100 % of the questions correctly to pass the test.**

You are encouraged to review the Remediation Links before proceeding to the next attempt.

Click [here](#) to access the test again.

- Click 'View Test' to review the test taken.
- Click 'Next Lesson' to retake the test.
- If you missed one or more questions, please take the test again by clicking the exam in the left frame.
- If you have answered all the questions correctly, click "Next Lesson" at the top of the screen.

**Student Name:**  
**Section Number:** 001  
**Enrolled Date:** 09/29/2011 **Remaining Days:** 235 days

**Results of Questions: The Basics**  
(Attempt 1 of 5) Correct=3/7 Cumulative= 42.86 [View Test](#)

Questions missed	Remediation Links	Remediation Accessed
2. Unauthorized use of DoD hardware and software may result in all of the following EXCEPT:		
4. Which of the following is NOT a SVO responsibility?		
6. While encoding certificates on a new CAC, you persistently receive an encoding error. After numerous attempts troubleshoot the process, you are still having trouble with the encoding process. Where should you go for help?		
7. The DEERS/RAPIDS infrastructure can track, store, and update a Uniformed Service member's data in order to issue ID cards. Which of the following are critical elements of		

Figure 40 - Certification Exam: Posttest Test Results Page

If you missed one or more questions on the test, the questions you missed will be displayed in a table at the bottom of the test results page.

3. To view the results from the test, select the **View Test** link.

**You have answered one or more questions on this test incorrectly. You must answer 100 % of the questions correctly to pass the test.**

You are encouraged to review the Remediation Links before proceeding to the next attempt.

Click [here](#) to access the test again.

- ▶ Click 'View Test' to review the test taken.
- ▶ Click 'Next Lesson' to retake the test.
- ▶ If you missed one or more questions, please take the test again by clicking the exam in the left frame.
- ▶ If you have answered all the questions correctly, click "Next Lesson" at the top of the screen.

**Student Name:**  
**Section Number:** 001  
**Enrolled Date:** 09/29/2011      **Remaining Days:** 235 days

**Results of Questions: The Basics**  
(Attempt 1 of 5)    Correct=3/7    Cumulative= 42.86    [View Test](#)

Questions missed	Remediation Links	Remediation Accessed
2. Unauthorized use of DoD hardware and software may result in all of the following EXCEPT:		
4. Which of the following is NOT a SVO responsibility?		
6. While encoding certificates on a new CAC, you persistently receive an encoding error. After numerous attempts troubleshoot the process, you are still having trouble with the encoding process. Where should you go for help?		

**Figure 41 - Certification Exam: Posttest View Test**

- a) When you select the View Test link, the questions and responses for the test you just completed will be displayed. A Red X indicates an incorrect response, and a Green Check indicates a correct response. Select the Back to Status Page link to resume your test.





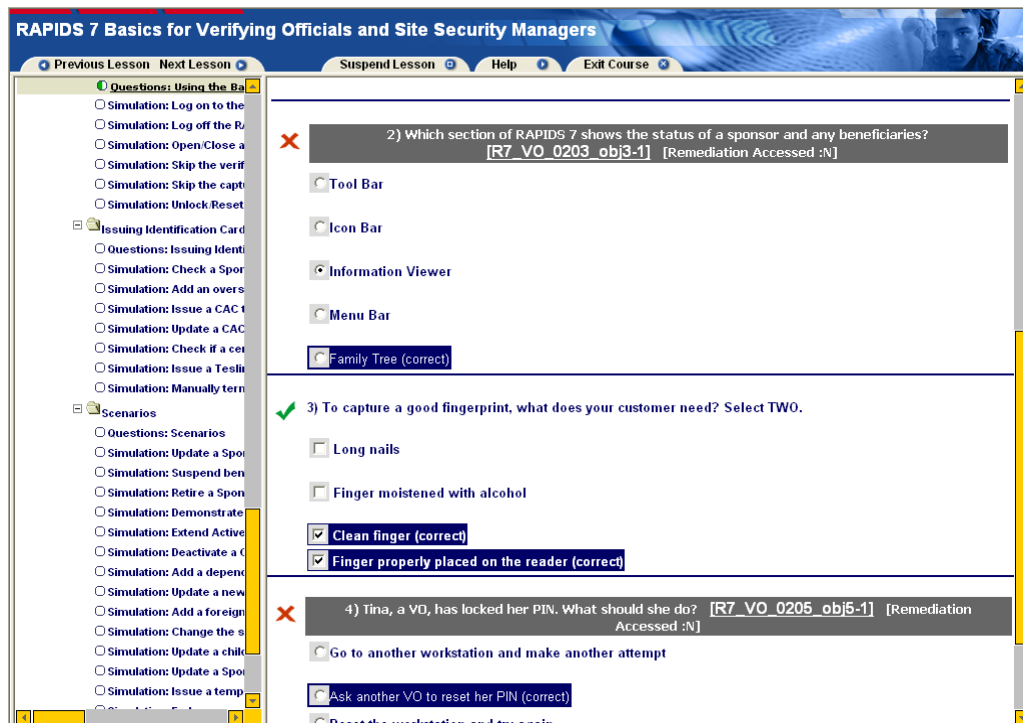


Figure 42 - Certification Exam: Posttest View Test Page

- b) When you select a Remediation link, the instruction associated with the test question will appear in a new window. Use the instruction to study the topic further before re-taking the test.



Figure 43 - Course Remediation Pop-up

4. To take a test again, click the link to the exam in the Table of Contents on the left side of the page. Icons will indicate your test results. Tests that you already passed in the Certification Exam: Pretest, for example, will be marked with a green check mark inside a circle.

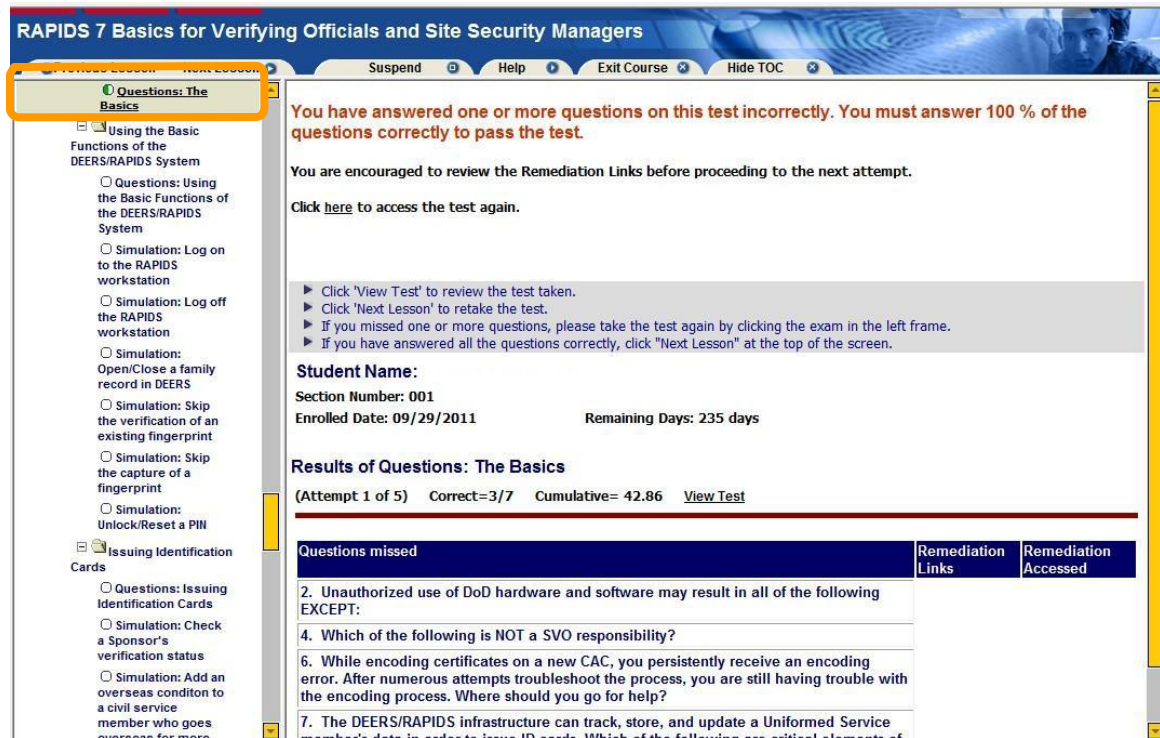


Figure 44 - Certification Exam: Posttest Test Link

5. Once you have answered all the questions on the test correctly, select the **Next Lesson** button to proceed to the next test in the Certification Exam: Posttest.

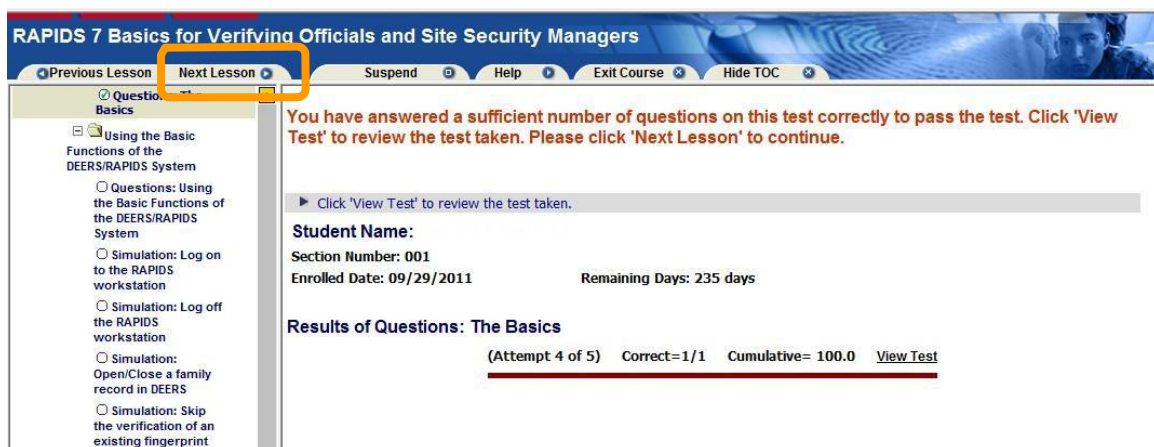
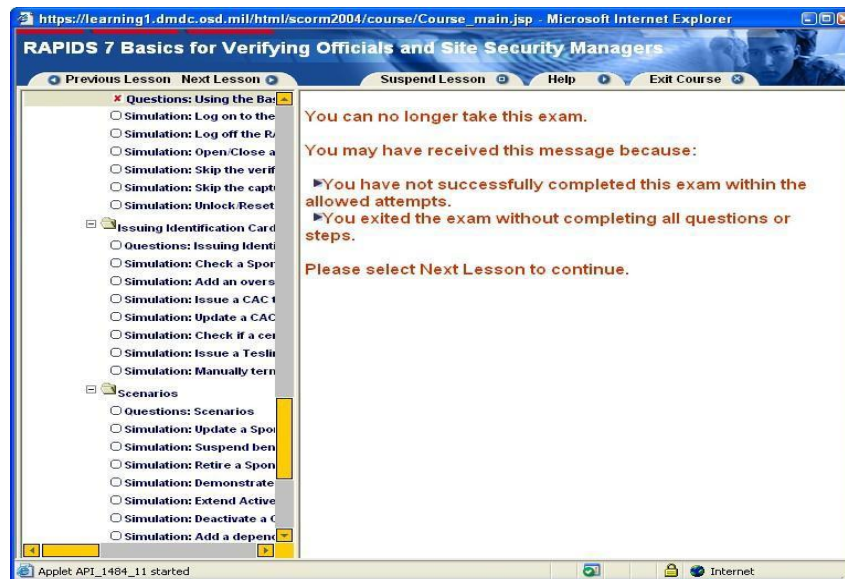


Figure 45 - Certification Exam: Posttest Next Lesson Button

**Note:** If you fail a test question five times in the posttest, you will be notified that you have failed the test. You will need to contact the DSC User Help Desk to apply for reinstatement in the course.

If you receive a message indicating that you can no longer take an exam or simulation, contact the DSC User Help Desk and indicate that you have failed an exam question and would like to apply to be reinstated in the course.



**Figure 46 - Certification Exam: Course Failure Page**

When you pass the test(s) successfully, you will receive a notification that you have successfully completed the course.

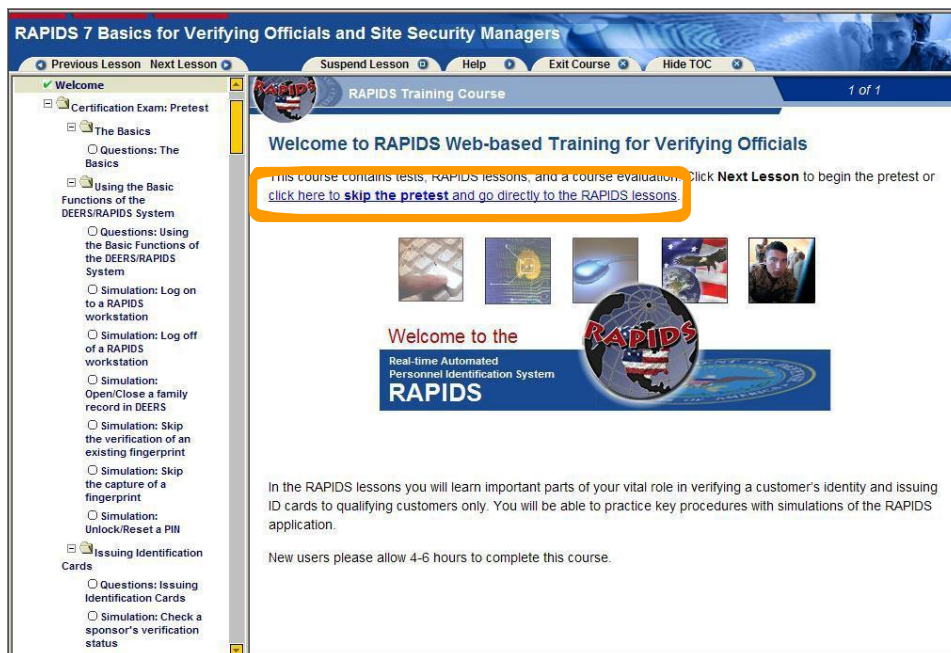
**Note:** If you are unable to see all the simulation on your screen, you can adjust your screen resolution within Internet Explorer by pressing the **F11** key to resize your screen image.

## New Application Operators

The Pretest was included in certain annual certification courses to allow recertifying users an opportunity to test out of some or all of the content lessons in a course. For users who have never completed a course, it is recommended that you skip the pretest so you can learn the material prior to being tested on it.

### **Skipping the Certification Exam: Pretest**

1. Once you have launched a course, click the **Start** tab to begin the course and advance to the Welcome Lesson.
2. Click the link prompting you to **skip the pretest and go directly to the RAPIDS lessons**.



**Figure 47 - Course Welcome Lesson**

**Note:** If you inadvertently skip the pretest, you will not have the option to take it again unless you call the DSC User Helpdesk to request a course reset.

### **Completing the Content Lessons**

Please see the previous section titled *Completing the Content Lessons*.

### **Completing the Certification Exam: Posttest**

Please see the previous section titled *Completing the Certification Exam: Posttest*.



## Experienced Application Operators

The Pretest was included in certain annual certification courses to allow recertifying users an opportunity to test out of some or all of the content lessons in a course. For users who have completed certification courses in the past, you may want to consider taking the pretest so that you don't have to spend as much time reviewing the content lessons.

### Taking the Certification Exam: Pretest

1. Once you have launched a course, click the **Start** tab to begin the course and advance to the Welcome Lesson.

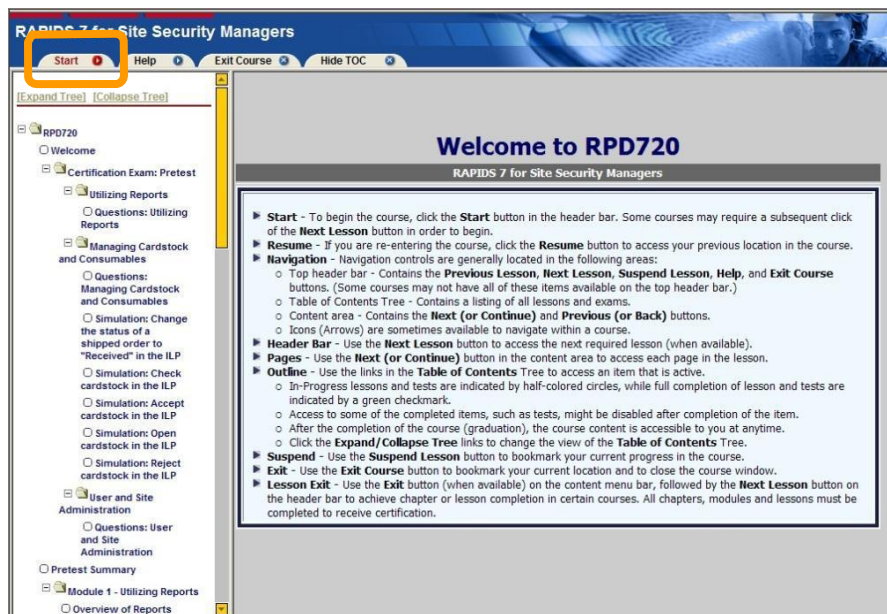


Figure 48 - Course Welcome Screen

2. Click the **Next Lesson** tab to advance to the pretest.



**Figure 49 - Course Welcome Lesson**

**Note:** If you inadvertently begin the pretest, you can go back to the Welcome Lesson by clicking the Welcome title in the TOC. Once you're back at the Welcome Lesson, you will be able to click a link to the skip the pretest. However, if you choose to skip the pretest, you will not have the option to take it again unless you call the DSC User Helpdesk to request a course reset.

For additional information on the pretest, please see the previous section titled *Completing the Certification Exam: Pretest*.

## Completing the Content Lessons

Please see the previous section titled *Completing the Content Lessons*.

## Completing the Certification Exam: Posttest

Please see the previous section titled *Completing the Certification Exam: Posttest*.

## Referencing Completed Courses using the DMDC Learning Site

As a DMDC application user, you can review material from a course you've completed at any time. To access your completed courses, use the instructions below:

1. Log into the DMDC Learning site. For instructions on how to log into the site, reference the section titled *Accessing the DMDC Learning Site*.
2. Once the site loads, in the My Training gadget, click the **“Open My Training History”** link.



Figure 50 – Student Homepage

- Under the *WS\_My Training History* tab, select either the *Show Continuous Learning Courses (CLCs)* or the *Show Certifications* views to display the appropriate courses.

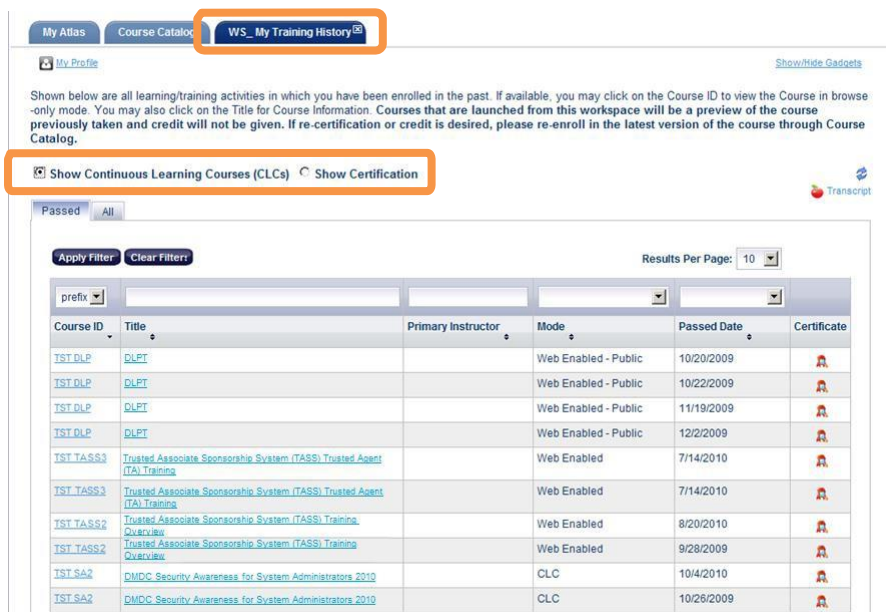


Figure 51 – My Training History Homepage: Completed Courses

- Click the course title you want to review (ex. RPD 710).
- After the course has successfully reloaded, click the lesson tab in the Table of Contents (TOC) that you wish to review.

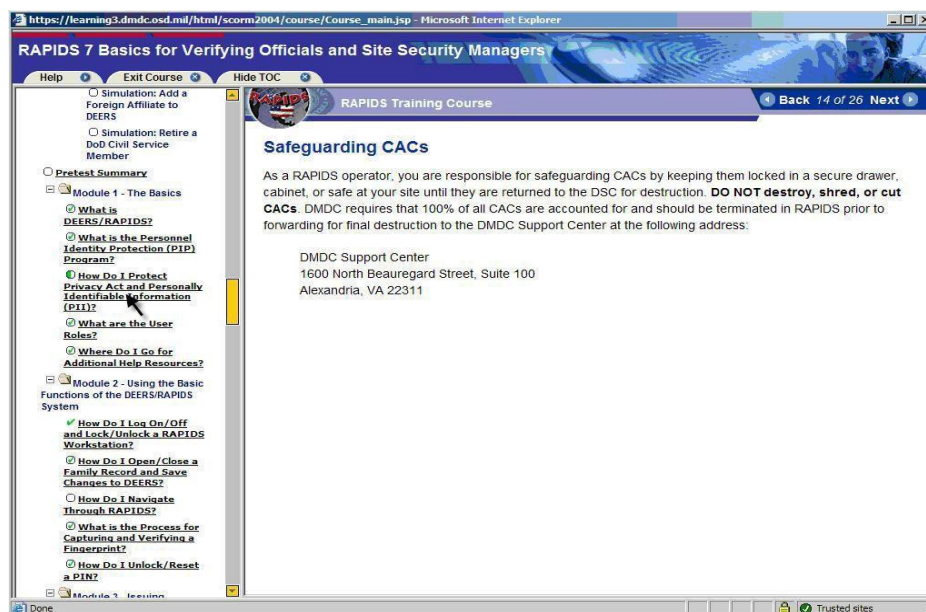


Figure 52 – Homepage Reviewing Lessons in Completed Courses



**Note:** Once a course has been completed, the Pretest and Posttest are no longer available for you to take. Additionally, the standard navigation tabs (i.e. Start, Resume, and Next Lesson) are no longer available. In order to navigate a completed course, you must click on a course lesson (underlined text) in the TOC. Once you get to the end of a lesson, you will have to click on another lesson in the TOC. You will have to repeat this process for every lesson you wish to review.

## Saving a Copy of Your Course Completion Notice using the DMDC Learning Site

1. Click **Exit Course** within the course window to return to the *Student Homepage*.
2. Log out of the DMDC Learning Site and Log back into the site.
3. Click the **My Atlas** tab
4. Click **Open My Training History** link under My Training gadget.
5. Click on the **All** tab.
6. Click the **Certificate** icon link next to the course to view the notice.

WS\_My Training History

My Profile

Shown below are all learning/training activities in which you have been enrolled in the past. If available, you may click on the Course ID to view the Course in browse-only mode. You may also click on the Title for Course Information. Courses that are launched from this workspace will be a preview of the course previously taken and credit will not be given. If re-certification or credit is desired, please re-enroll in the latest version of the course through Course Catalog.

Show Learning Courses (CLCs) Show Certification

Passed

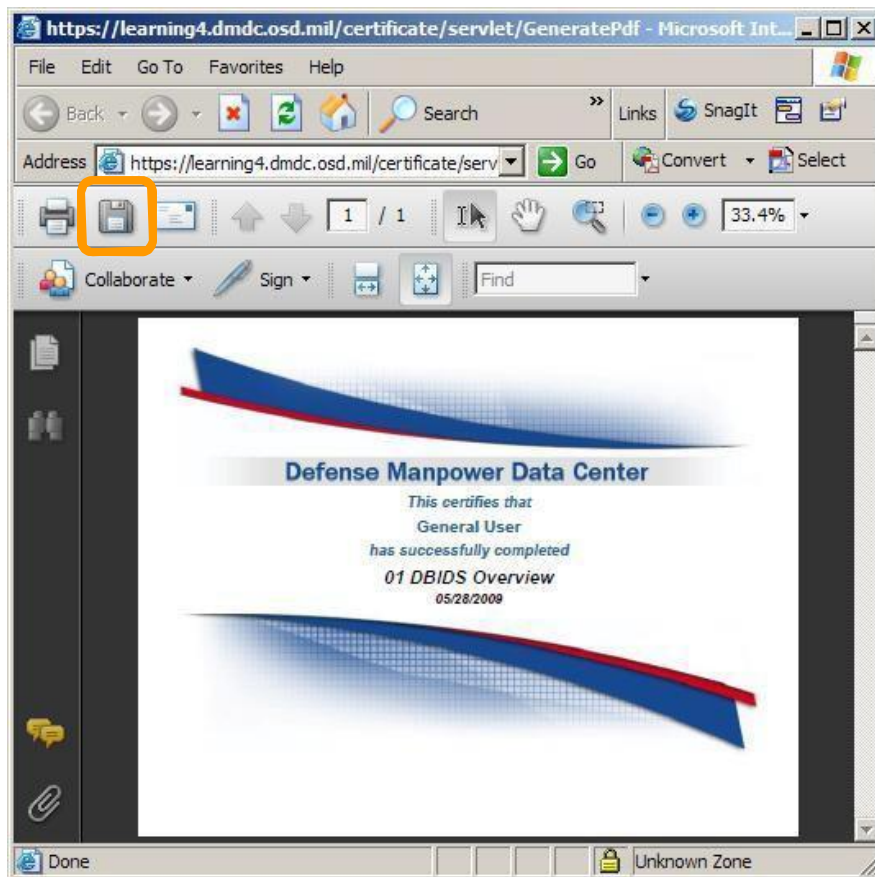
Apply Filter Clear Filter Results Per Page: 10

Course ID	Title	Primary Instructor	Mode	Passed Date
TST DLP	DLP		Web Enabled - Public	10/20/2009
TST DLP	DLP		Web Enabled - Public	10/22/2009
TST DLP	DLP		Web Enabled - Public	11/19/2009
TST DLP	DLP		Web Enabled - Public	12/2/2009
TST TASS3	Trusted Associate Sponsorship System (TASS) Trusted Agent (TA) Training		Web Enabled	7/14/2010
TST TASS3	Trusted Associate Sponsorship System (TASS) Trusted Agent (TA) Training		Web Enabled	7/14/2010
TST TASS2	Trusted Associate Sponsorship System (TASS) Training Overview		Web Enabled	8/20/2010
TST TASS2	Trusted Associate Sponsorship System (TASS) Training Overview		Web Enabled	9/28/2009
TST SA2	DMDC Security Awareness for System Administrators 2010		CLC	10/4/2010
TST SA2	DMDC Security Awareness for System Administrators 2010		CLC	10/26/2009

Figure 53 – Student Homepage: Save Course Completion Notice

**Note:** If you cannot view your course completion notice, you may have a pop-up blocker enabled on your workstation. Reference the section titled *Verifying Your Workstation Settings: Pop-up Blocker* for instructions on how to disable your browser's pop-up blocker.

7. Click the **Save** icon to save a copy of the PDF file to your computer or another location.



**Figure 54 – Saving a Course Completion Notice**

## Printing a Copy of Your Course Completion Notice using the DMDC Learning Site

1. Click **Exit Course** within the course window to return to the *Student Homepage*.
2. Log out of the DMDC Learning Site and Log back into the site.
3. Click the **My Atlas** tab
4. Click on **All** tab
5. Navigate as needed through completed certification courses using the << and >> buttons at the bottom of the page.
6. Click the **Certificate** icon link next to the course to view the notice.

The screenshot shows the 'WS\_My Training History' tab selected. Below the navigation tabs, there is a section for 'My Profile' and a 'Show/Hide Gadgets' link. A message states: 'Shown below are all learning/training activities in which you have been enrolled in the past. If available, you may click on the Course ID to view the Course in browse-only mode. You may also click on the Title for Course Information. Courses that are launched from this workspace will be a preview of the course previously taken and credit will not be given. If re-certification or credit is desired, please re-enroll in the latest version of the course through the Course Catalog.'

Below the message are two radio buttons: 'Show Continuous Learning Courses (CLCs)' (selected) and 'Show Certification'. To the right is a 'Transcript' icon.

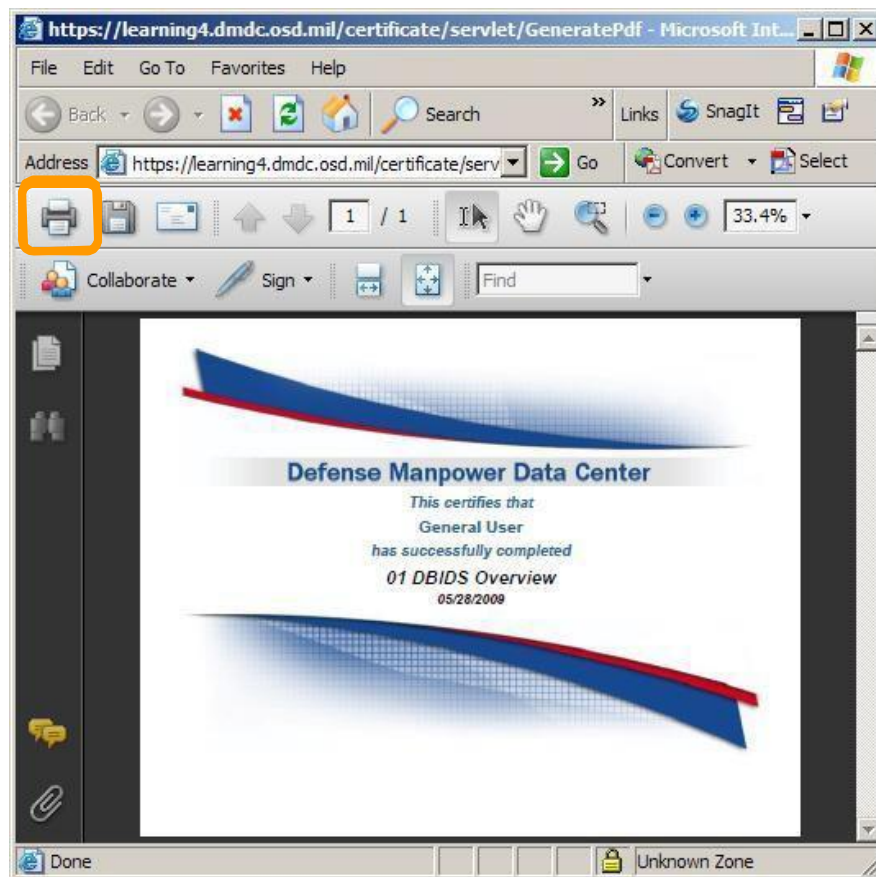
The main content area shows a table of completed courses. Callout 4 points to the 'All' tab in the 'Passed' filter section. Callout 5 points to the '<<' and '>>' navigation buttons at the bottom of the table. Callout 6 points to the 'Certificate' icon link next to the first course row.

Course ID	Title	Primary Instructor	Status	Status Date	Certificate
Certified RAPIDS 7 Verifying Official, Deployable Site					
RPD 710	<a href="#">RAPIDS 7 Basics for Verifying Officials and Site Security Managers</a>	<a href="#">DMDC LEARNING HELP DESK</a>	Passed	3/4/2011	
RPD 701	<a href="#">Introduction to RAPIDS 7 Web-based Training</a>		Passed	2/27/2012	
RPD 705	<a href="#">Card Issuance Policy for RAPIDS Users</a>	<a href="#">DMDC LEARNING HELP DESK</a>	Passed	3/4/2011	
RPD 705	<a href="#">Card Issuance Policy for RAPIDS Users</a>		Passed	2/27/2012	
RPD 740	<a href="#">Getting Familiar With the RAPIDS Deployable Workstation</a>		Passed	2/28/2012	
RPD 740	<a href="#">Getting Familiar With the RAPIDS Deployable Workstation</a>		Passed	3/3/2011	
RPD 701	<a href="#">Introduction to RAPIDS 7 Web-based Training</a>		Passed	3/3/2011	

Figure 55 – Student Homepage: Print Course Completion Notice

**Note:** To sort certificates by date and any other category (column), click on the arrows next to the column heading so that you get the course sorted by the desired field.

7. Click the **Printer** icon to print a copy of the PDF file with your default printer.



**Figure 56 – Printing a Course Completion Notice**

**Note:** If you cannot view your course completion notice, you may have a pop-up blocker enabled on your workstation. Reference the section titled *Verifying Your Workstation Settings: Pop-up Blocker* for instructions on how to disable your browser's pop-up blocker.

## Printing a Transcript of all Certification Courses DMDC Learning Site


1. Click **Exit Course** within the course window to return to the *Student Homepage*
2. Log out of the DMDC Learning Site and Log back into the site
3. Click the **My Atlas** tab
4. Click **Open My Training History** link under My Training gadget.
5. Click on “**Transcript**” on the right side of the page
6. The user’s Online Training Transcript will appear in a separate window.

The screenshot shows the 'WS\_ My Training History' tab selected. Below the navigation tabs, there is a section for 'Show Continuous Learning Courses (CLCs)' and 'Show Certification'. The 'Show Certification' option is selected. A 'Transcript' link is highlighted in the top right corner. The main content area displays a table of completed courses.

Course ID	Title	Primary Instructor	Status	Status Date	Certificate
Certified RAPIDS 7 Verifying Official, Deployable Site					Successful Completed
RPD 710	RAPIDS 7 Basics for Verifying Officials and Site Security Managers	DMDC LEARNING HELP DESK	Passed	3/4/2011	
RPD 701	Introduction to RAPIDS 7 Web-based Training		Passed	2/27/2012	
RPD 705	Card Issuance Policy for RAPIDS Users	DMDC LEARNING HELP DESK	Passed	3/4/2011	
RPD 705	Card Issuance Policy for RAPIDS Users		Passed	2/27/2012	
RPD 740	Getting Familiar With the RAPIDS Deployable Workstation		Passed	2/28/2012	
RPD 740	Getting Familiar With the RAPIDS Deployable Workstation		Passed	3/3/2011	
RPD 701	Introduction to RAPIDS 7 Web-based Training		Passed	3/3/2011	

Figure 57 – My Training History Homepage: Transcript

7. The user's Online Training Transcript will appear in a separate window.

**SERVING THOSE WHO SERVE OUR COUNTRY**

**ONLINE TRAINING TRANSCRIPT**

**STUDENT NAME:** Ayana Christie      **GENERATED:** 08/07/2012 at 12:36:44 PM

**ORGANIZATION:**

<b>Course #</b>	<b>Course Name</b>	<b>Status</b>	<b>Status Date</b>
RPD 730	Getting Familiar With the RAPIDS Desktop Workstation	Passed	2011-12-19
RPD 710	RAPIDS 7 Basics for Verifying Officials and Site Security Managers	Passed	2011-12-19
RPD 705	Card Issuance Policy for RAPIDS Users	Passed	2011-12-19
RPD 701	Introduction to RAPIDS 7 Web-based Training	Passed	2011-12-19

**Figure 58 – Online Training Transcript**

**Note:** The 150-Day Rule allows the VO to retain credit for training courses completed if the role change from VO to SSM is processed within 150 days of the VO's current certification date. This streamlined rule requires the VO to only complete the additional SSM training course for annual certification. This rule applies as long as the courses completed are for the same RAPIDS courseware version. If a RAPIDS training version is updated or the VO is nominated for the SSM role greater than 150 days from their current certification date, the VO must retake all of the required certification training courses. The VO can elect to complete the pre-test to demonstrate their application and process knowledge to minimize the overall training timeframe.

## **Getting Support from the DSC User Help Desk**

For issues concerning DMDC Learning, please contact the DMDC Support Center (DSC) User Help Desk at:

1-800-372-7437 (CONUS)  
DSN: 435-9000 (CONUS)  
DSN: 312-435-9000 (OCONUS)  
Hours: 24 x 7 x 365

